

Rhody Health Options (RHO) UNITY Transition Frequently Asked Questions for Providers

How are current UNITY members being notified?

- On 8/4/18 (60 day notice), 2,000 letters were sent from the Executive Office of Health and Human Services (EOHHS) to members who are eligible for passive enrollment into INTEGRITY effective for 10/1/18. An additional letter will be mailed on 9/1/18 (30 day notice) to this population.
- On 9/1/18, a (30 day notice) will be mailed from EOHHS to community LTSS members who are eligible for voluntary (“opt-in”) enrollment into INTEGRITY effective for 10/1/18. Members who decide not to “opt-in” will be enrolled into RI Medicaid Fee For Service (FFS) on 10/1/18.
- Medicaid-only UNITY (RO80) members will be enrolled into TRUST Rhody Health Partners (RHP) effective for 10/1/18 for their Medicaid benefits. Long term supports and services (LTSS) will be covered directly through RI Medicaid FFS.
- A letter from Neighborhood will be mailed to members by September 1, 2018.

What if my patient wants to enroll in INTEGRITY?

- If your patient wishes to enroll in INTEGRITY they can call the INTEGRITY enrollment line at 1-844-602-3469 (TTY 711), Monday through Friday, 8:30 a.m. to 7:00 p.m.

Can individuals still enroll in UNITY?

- No. EOHHS is not enrolling any new members into UNITY as of 7/1/2018. For members who choose to disenroll from the INTEGRITY (Medicare-Medicaid Plan) product will be enrolled directly with RI Medicaid FFS for their Medicaid benefits.

How do I know what insurance my patient is active with after October 1, 2018?

- You can reference the Rhode Island Medicaid Health Care Portal:
<https://www.riproviderportal.org/HCP/Default.aspx?alias=www.riproviderportal.org/hcp/provider>

Will my patient be able to see me after UNITY ends?

- If they become active with RI Medicaid FFS and you accept RI Medicaid FFS, then YES--your patient will be re-issued their Medicaid ID card (white anchor card). Individuals who enroll into RI Medicaid FFS for their Medicaid benefits will have no changes to their current Medicare coverage.
- If they become active with INTEGRITY and you are a participating provider with Neighborhood INTEGRITY, then YES--your patient will receive a new INTEGRITY card.
- If they become active with TRUST and you are a participating provider with Neighborhood TRUST, then YES—your patient will receive a new TRUST card.

Will there be a Continuity of Care (COC) period for people leaving UNITY on September 30, 2018?

- RI Medicaid FFS will honor a COC period for former UNITY members during the period of October 1, 2018 to June 30, 2019. This COC period honors existing provider relationships and existing authorizations on all services, reimbursed by Medicaid.
- UNITY members that transition to INTEGRITY also have a COC period of 180 days from their INTEGRITY effective date.

What medications will be covered by RI Medicaid after UNITY ends? How can I obtain prior authorization forms?

- To access RI Medicaid's preferred drug list and obtain pharmacy prior authorization forms go to: <http://www.eohhs.ri.gov/ProvidersPartners/GeneralInformation/ProviderDirectories/Pharmacy.aspx>

How does my claims submission process change?

- Individuals who enroll into RI Medicaid FFS and have dates of service (DOS) on or after October 1, 2018 :
 - Members and services for which Neighborhood is the primary carrier: You will no longer bill Neighborhood, Beacon, or/DMensions. These claims should be billed directly to RI Medicaid FFS.
 - Members and services for which Neighborhood is the secondary payer: Secondary payment will now be processed through the standard RI Medicaid FFS process. If you do not currently participate with RI Medicaid FFS, you will need to enroll in the RI Medicaid Program via: <http://www.eohhs.ri.gov/ProvidersPartners/ProviderEnrollment.aspx>
 - To ensure that claims are paid appropriately and timely, please complete all paperwork prior to October 1, 2018.
- Individuals who enroll into Neighborhood INTEGRITY and have dates of service (DOS) on or after October 1, 2018:
 - You will need to bill services under the member's new INTEGRITY ID. Please refer to Neighborhood's Provider page: <https://www.nhpri.org/Medicare-Medicaid/ForProviders.aspx>
- Individuals who enroll into Neighborhood TRUST and have dates of service (DOS) on or after October 1, 2018:
 - You will need to bill services under the member's new TRUST ID. LTSS providers will need to bill LTSS services directly to RI Medicaid FFS.

Do I need to be credentialed with EOHHS?

- If you are currently providing services to Neighborhood Health Plan/ UNITY members and you are **not** currently credentialed with EOHHS, please complete the enrollment process for EOHHS. Information on the short form can be found here: <http://www.eohhs.ri.gov/ProvidersPartners/ProviderEnrollment.aspx>

If you have questions on this process, please call the EOHHS Provider Call Center at 401-784-8100 as soon as possible.

- For participating Medicaid providers, for EOHHS to complete the crossover claim processing, the provider must also become credentialed with the EOHHS. Medicare providers may complete this process by using a short form.
Information on the short form can be found here:
<http://www.eohhs.ri.gov/ProvidersPartners/ProviderEnrollment.aspx>

How do I contact Neighborhood with any questions?

- Practitioners and providers with questions are encouraged to contact us at 1-401-459-6000