

How to Access Preventive Services

Preventive Services

Rhode Island Medicaid provides Preventive services for aged and disabled customers who have a medical need for the services (210-RICR-40-05-1.8). Preventive services include up to 6 hours of homemaker and/ or personal services per week and up to 10 hours per couple. The purpose of these services is to provide some home care assistance to customers with the hope of avoiding a higher level of care.

Helping Customers Access Preventive Services

What do I do when a customer is not receiving Medicaid?

- Encourage the customer to apply for Medicaid. Inform customer once they are eligible for Medicaid, they can contact their MCO if they are assigned to an MCO or if they do not have an MCO, they can contact DHS:401-574-8474 to be connected to Preventive Services.

What do I do when a customer is over income for Community Medicaid?

- Depending on the customer’s needs, they may be eligible for LTSS. If their medical and functional needs are high, they should be coached on the LTSS application process
- If the customer requires limited personal care, they may benefit from the Office of Healthy Aging’s @Home Cost Share program. This program provides reduced rates for home care services. Customers can apply for this program by contacting the POINT at (401) 462-4444 or 2-1-1.

What do I do when a customer has active Medicaid and is enrolled in a Managed Care Organization (MCO)?

- Direct customer to call the Member Services number on their health plan card. The health plans will work with members to arrange appropriate services.

Plan Name	Also Known As	Phone Number	Website	Member Services Hour
Tufts Health Plan <i>Tuft Health</i> <i>RItogether</i>	RlteCare, Rhody Health Partners, Expansion	1-866-738-4116	Tuftshealthplan.com/RImember	8 am to 6pm, Monday through Friday
United Healthcare Community Plan	RlteCare, Rhody Health Partners, Expansion, Children Special Needs	1-800-587-5187	UHCCommunityPlan.com	8 am to 6pm, Monday through Friday
Neighborhood Health Plan of RI, ACCESS & TRUST	RlteCare, Children Special Needs, Rhody Health Partners, Expansion	1-800-459-6019	nhpri.org	8 am to 6pm, Monday through Friday
Neighborhood Health Plan of RI, INTEGRITY for Duals	INTEGRITY for Duals Dual-Eligible Special Needs Plan (“D-SNP”)	1-844-812-6896	www.nhpri.org/INTEGRITYDuals	April 1 st through September 30 th , 8 am to 8 pm, Monday through Friday

NOTE: MCO can also be referred to as their Health Plan

What do I do if a customer has Fee for Service Medicaid?

- Refer customer to RI Department of Human Services (DHS) to connect with additional services (see attached referral form). Referral can be emailed to: DHS.ClinicalTeam@dhs.ri.gov or call: 401-574-8474
- Customer must have the Medical Need form completed by their primary health provider and emailed to DHS for approval. Once approved, DHS will arrange services for the customer with a home care provider.

What do I do when a customer applied for LTSS but does not meet High Level of Care?

- Inform customer their LTSS application will be denied but will be assessed for a lower form of Medicaid. If they are approved for Medicaid, a LTSS worker will assist them in accessing the preventive program at DHS and arrange for services for the customer with a home care provider.

Referral for Preventive Services

Instructions: Complete this referral form and send it via secure email to DHS.ClinicalTeam@dhs.ri.gov

Section I: Referral Information

Today's Date: _____

Name of Referrer: _____ Phone #: _____ Fax #: _____

Section II: Client Information

Client Name: _____ Phone #: _____

DOB: _____ SSN#: _____ MID# (if known) _____

Address: _____ City: _____ State: _____ Zip: _____

Primary Language: _____ Interpreter Needed: Yes No

Primary Contact: _____ Relationship: _____ Phone: _____

Address: _____ City: _____ State: _____ Zip: _____

Additional Client Notes: _____
