

INTERNAL ONLY – NOT FOR EXTERNAL DISTRIBUTION

Provider Communications is sharing a [recent update](#) communicated to our valued home health care partners. Neighborhood Health Plan of Rhode Island's (Neighborhood) implementation of the Home Care Gap Notification Form, initially scheduled for July 1, 2023, has been **postponed until further notice**.

This decision follows a [April 28, 2023 communication](#) which outlined the objectives of the new procedure.

Please review the FAQs below for details regarding this change.

What is the Home Care Gap Notification Form?

The Home Care Gap Notification Form is a new procedure and tool designed to monitor and address any gaps in home health care services, specifically for our INTEGRITY members.

What was the initial implementation date of the form?

The form was initially scheduled for implementation on July 1, 2023.

Why is implementation of the form being delayed?

The implementation is delayed due to feedback from our home health care providers. They have expressed concern about the administrative burden of the new process. Neighborhood is considering this feedback and working on adjustments to the process to ensure a balance between operational efficiency and providing the best possible care for our members.

What is the new implementation date of the form?

Implementation of the form has been postponed until further notice. A revised implementation date will be communicated once it's determined.

What does this delay mean for our home health care partners?

This delay means that our home health care partners should continue their standard procedures for reporting gaps in home care services - they do not need to integrate any new process until further notice. Neighborhood will provide ample notice and support when a new implementation date is set.

Who should home health care partners contact if they have questions about this delay?

Any questions should be directed to Liggia Soto, Long-Term Services and Supports Oversight Manager, via email at lsoto@nhpri.org or by phone at 401-427-6745.