



Assisted Living Information Session

December 2024



**Neighborhood
Health Plan**
OF RHODE ISLAND™

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Agenda

1. Purpose of Today's Meeting
2. Assisted Living
3. Long-Term Services and Supports
4. Lines of Business
5. ALF LTSS Application and Tier Level
6. EOHHS Portal
7. Level of Care Tiers
8. Activities of Daily Living
9. Case Management
10. Prior Authorization
11. Certificate Report
12. Monthly Member Roster
13. Supplemental Benefits
14. Resources
15. Neighborhood Contacts



Speakers

- **Ramona Nunez**, LTSS Provider Relations Representative
- **Liggia Soto**, Senior Manager of LTSS-MMP
- **Jodi Gauvin**, Manager, Care Management
- **Amy Simpson**, Manager, Utilization Management



Assisted Living



Definition:

Assisted Living is defined as services that maximize continued independence for members that live in a residential community care facility by providing supervision, security, and safety through personalized assistance with activities of daily living.

- Assisted Living Certification Standards
- Assisted Living Certification Application – Tier Designation

Lines of Business



Long-term services and supports (LTSS) is managed differently depending on the line of business:

- **Commercial:** Does not have an LTSS benefit.
- **Medicaid:** Members **who qualify for an LTSS waiver** are managed out-of-plan by **Medicaid fee-for-service (FFS)**. Authorizations and claims for these services are processed through FFS.
- **INTEGRITY (MMP):** LTSS is managed in-plan by Neighborhood. The State of Rhode Island determines member eligibility and any applicable cost share. Authorizations and claims for these services are processed through Neighborhood.

Long-Term Services & Supports

INTEGRITY (MMP) Only



LTSS is an INTEGRITY (MMP) benefit available to members with chronic illnesses or disabilities who need a certain level of care and meet the eligibility criteria. The type of services a member receives depends on the level of care needs.

LTSS Services

Assisted Living Facilities, Home Delivered Meals, Home Health Care, Personal Choice, Shared Living and Skilled Nursing Facilities

If an INTEGRITY (MMP) member requires services on a long-term basis, the member should apply for an **LTSS waiver**. If approved, the member is eligible to receive these services.

For more information, refer to the EOHHS site:
[Long-Term Services And Supports | Executive Office of Health and Human Services \(ri.gov\)](#)

ALF LTSS Application and Tier Level

INTEGRITY (MMP) Only



All Neighborhood members residing in an ALF should have an active LTSS and a tier level in the EOHHS portal. If not, Neighborhood nurse case managers will assist members with completing LTSS applications and tier level changes upon notification.

Upon visit from the nurse case manager, ALFs should provide:

- Notification of Admission Form (with admit date)
- Medicaid Assisted Living Waiver Referral Form/Applicant prescreen
- PM1
- Notification of Recipient Choice
- DHS25/25M

Providers should email LTSSOversightTeam@nhpri.org for members with no active LTSS or who have Tier changes.

ALF LTSS Application and Tier Level

INTEGRITY (MMP) Only (continued)



Once Neighborhood receives all relevant materials from the ALF, Neighborhood will submit the application packet to the state.

- The approval of the LTSS and Tier level is dependent on the state. The Department of Human Services is the entity that determines member's eligibility.
- The timeline for determination could average 90 days.
- After 90 days, Neighborhood monitors the application determination on a monthly basis.

EOHHS Portal



Providers must use the [EOHHS Healthcare Portal](#) for access to:

- Member eligibility
- Plan assignment
- Tier Eligibility
- Patient share

If the portal does not show a tier level, please email LTSSOversightTeam@nhpri.org

The screenshot shows the 'Assisted Living' search interface. It includes sections for 'Provider Information' (with a required NPI field), 'Recipient Information' (with a required Recipient ID field), and 'Date Range' (with start and end date pickers). Below these are 'Search' and 'Reset' buttons. The search results table shows one entry for a recipient with a start date of 08/15/2022, an end date of 12/31/2382, and a level of 'Assisted Living Level B'.

| Search Results | | |
|----------------|------------|-------------------------|
| Start Date | End Date | Level |
| 08/15/2022 | 12/31/2382 | Assisted Living Level B |

Please reference the [Quick Reference Guide](#) for more information.

Level of Care Tiers



| Tier A | Tier B | Tier C |
|---|---|--|
| <ul style="list-style-type: none">• Daily assistance with at least two (2) ADLs AND• At least one (1) hour of personal care | <ul style="list-style-type: none">• Extensive assistance with a minimum of two (2) ADL's OR• Seven (7) or more hours per week of any combination of:<ul style="list-style-type: none">○ Personal care○ Limited health care services○ Care coordination, including behavioral health or memory care (cognitive decline) or complex medication management | <ul style="list-style-type: none">• Extensive assistance with a minimum of three (3) ADLs AND• Sixteen (16) hours or more per week of any combination of:<ul style="list-style-type: none">• Personal care• Limited health care services• Care coordination, including behavioral health or memory care (cognitive decline) or complex medication mgmt |

Note: The Department of Human Services (DHS) Long Term Care (LTC) Office is the entity at the state that is responsible for reviewing the LTSS Application and Tier Level Change and entering final determination in the state's system.

Activities of Daily Living

Activities of Daily Living (ADLs) are defined as:

- **Bathing**
- **Dressing**
- **Eating**
- **Mobility**
- **Toileting**
- **Transferring**

Case Management



- **Completed assessments are important in the member maintaining an accurate level of care.**
- A Neighborhood Case Manager performs an assessment once the member is admitted to the facility. Neighborhood clinicians will reach out to the member or a designated contact with the facility.
- Members are offered a case assessment once every 180 days.
- If there is a request for a change in tier level, Neighborhood will perform an assessment, and submit the tier level change to the state, if necessary.
- Facilities should make every effort to assist the member in scheduling an assessment.

Prior Authorization Process



As soon as you identify a resident as a Neighborhood member:

Step 1: Submit a [prior authorization](#) to Neighborhood with the correct tier level.

- If you do not know the tier level of the member, please refer to the [EOHHS portal](#)
- If member does not have an active Assisted Living waiver, follow Step 1, submit the prior authorization as Tier A and notify the LTSS oversight team (LTSSOversightTeam@nhpri.org) to assist with application submission.
- If provider submits authorization with incorrect tier, it will be returned and should be resubmitted as a new authorization as soon as possible with appropriate tier level per EOHHS portal.
- For admissions or re-admissions, the authorization must be submitted within seven calendar days.

Step 2: If the member has a change in tier level, please notify the LTSS Oversight Team.

- A Neighborhood case manager will complete a new assessment to submit to DHS for determination of new tier level.

The state of RI determines eligibility and appropriate tier (i.e., Tier A, B, or C certification) of the member. All future authorizations MUST be submitted with the approved tier.

Certificate Report



Neighborhood sends out automated notifications (certificate reports) via email or fax. These reports are generated when a new authorization is created or an existing authorization is updated.

The report includes:

- Member Name
- ID#
- Authorization/Tracking Number
- Dates of Service
- Type of Service
- Status (Pending/Denied/Approved)

It is best practice to provide Neighborhood with a **shared inbox** to receive the **certificate report** to prevent lapses due to personnel changes. To update or add your contact email address for the certificate reports, please email jjones@nhpri.org or fax to 401-459-6023.

Monthly Member Roster



Neighborhood sends out an automated member roster via email or fax on the second day of every month. These reports are automatically generated and include any active Neighborhood members who resided in your facility during the previous month.

The report includes:

- Member Name
- ID#
- Authorization/Tracking Number
- Dates of Service
- Type of Service

It is best practice to provide Neighborhood with a **shared inbox** to receive the **member roster** to prevent lapses due to personnel changes. To update or add your contact email address for the certificate reports, please email jjones@nhpri.org or fax to 401-459-6023.

Supplemental Benefits



Neighborhood is excited to offer enhanced supplemental benefits for our INTEGRITY (MMP) members in **2025!**

Enhanced supplemental benefits include:

- \$75 per month for **groceries** plus weekly coupons
- Preventive and restorative **dental benefits** with Delta Dental of RI
- **Gym membership** at Greater Providence and Pawtucket YMCAs
- **Companion program** to help with everyday tasks, transportation, and more

[Click here to read more!](#)

Resources



General

- [Provider Manual](#)
- [Quick Reference Guide](#)
- [Claims and Eligibility Information](#)
- [Claim Adjustments](#)
- [Navinet \(claim status, member eligibility\)](#)
- [Provider Resources](#)

ALF Specific

- [ALF Prior Authorization](#)
- [EOHHS LTSS Resources](#)
- [LTSS Waiver Application](#)
- [EOHHS Portal](#)
- [LTSS Change Communication Form](#)
- [Payment Policy](#)

Questions?

Please contact **Provider Services** at (800) 963-1001 for questions regarding any of the below topics:

- Contract rates
- Member eligibility issues
- Claim status/issues
- Specific payment policy questions
- General prior authorization inquiries
- Member Benefit questions

Neighborhood is contracted with [NaviNet](#) to provide online eligibility and claims status lookup 24/7.

Neighborhood ALF Contacts

For Escalated Issues



If you have contacted Provider Services and the issue remains unresolved, please send a secure email with your Provider Services **call-reference number** to the appropriate Neighborhood staff:

- **Amy Simpson**, Manager, Utilization Management, Coordinator Team - asimpson@nhpri.org
Escalated authorization inquiries
- **Kim Carty**, Manager, Care Management - kcarty@nhpri.org
Escalated case management issues
- **Liggia Soto**, Senior Manager LTSS - lsoto@nhpri.org
Escalated LTSS issues
- **Ramona Nunez**, LTSS Provider Relations Representative - rnunez@nhpri.org
Escalated general issues



Thank you



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