

CLINICIAN MANUAL APPENDIX FOR RHODY HEALTH PARTNERS AFFORDABLE CARE ACT (ACA) PROGRAM

The ACA expanded health coverage to certain adults age 19 or older and under age 65. The UnitedHealthcare Rhody Health Partners ACA Adult Expansion plan is for certain Adults aged 19-64 with no dependent children with an income at or below 138 percent Federal Poverty Level - eligible participants must earn less than \$15,586 per year or earn less than \$1,298 per month and be a United States citizen or a legal permanent resident under 65 meeting income eligibility guidelines.

The defining core values driving service delivery are:

- Consumer-focused services
- A holistic approach to health care and wellness
- Independence in the community
- Access to primary and specialty care when and where needed
- Respect and dignity of the individual

The guiding principles for service delivery are:

- Flexible options that match services with individual needs, both medical and social
- The establishment of a medical home that supports primary and preventive care
- A screening and assessment process that is coordinated and encompassing
- A focus on consumer self-management through education, community supports, and care coordination
- Maximum, creative, and effective use of existing infrastructure
- Methods for ensuring cost predictability
- Responsible stewardship of public dollars

Access Standards

- To ensure that all plan participants have access to appropriate treatment as needed, we develop and maintain a network with adequate numbers and types of clinicians
- We expect that all contracted clinicians will
 - § Respond within 24 hours to a consumer's request for an appointment
 - § Offer consumers a first appointment for routine care within 5 days
- Clinicians are required to offer consumers a first appointment
 - § Immediately for non-life-threatening emergencies
 - § Within 24 hours for urgent care
- If you are unable to take a referral, direct the consumer back to Optum's Intake department to enable the consumer to obtain a new referral, or call the number on the back of the member's card if you wish to notify Optum directly
- Optum uses a variety of methods to monitor consumers' access to care and regularly reports this to clinicians

Important Phone Numbers

Members: (800) 435-7486

Members/TDD: (800) 486-7914

Providers: (800) 711-6089

Identification Cards

All Rhody Health Partners ACA Adult Expansion and related Group Members will be issued a permanent identification card within seven (7) days after receiving notification from the State of their enrollment.

| ACA Adult Expansion Population | | | | |
|--------------------------------|-------|-------|----------|-----------|
| Expansion Population | Base | Light | Moderate | Dedicated |
| Male 19-24 | 87600 | 87610 | 87620 | 87630 |
| Female 19-24 | 87601 | 87611 | 87621 | 87631 |
| Male 25-29 | 87602 | 87612 | 87622 | 87632 |
| Female 25-29 | 87603 | 87613 | 87623 | 87633 |
| Male 30-39 | 87604 | 87614 | 87624 | 87634 |
| Female 30-39 | 87605 | 87615 | 87625 | 87635 |
| Male 40-49 | 87606 | 87616 | 87626 | 87636 |
| Female 40-49 | 87607 | 87617 | 87627 | 87637 |
| Male 50-64 | 87608 | 87618 | 87628 | 87638 |
| Female 50-64 | 87609 | 87619 | 87629 | 87939 |

Benefit Summary

| | |
|---|---|
| Mental Health and Substance Abuse - Outpatient | Treatment covered as needed based on medical necessity, and including clinician's services, assessment and crisis intervention. |
| Mental Health and Substance Abuse - Inpatient | Treatment covered as needed, based on medical necessity. <ul style="list-style-type: none"> · Inpatient hospital (including Detox) · Outpatient hospital (Intensive Outpatient), day/evening treatment, partial hospitalization, and assessment outpatient counseling |

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| Mental Health and Substance Abuse – Additional Benefits | <p>Treatment below covered as needed, based on medical necessity.</p> <ul style="list-style-type: none"> · Community-based detoxification · Residential Treatment · Court Ordered Treatment* <p>*Court Ordered Treatment follows separate process, contact Optum.</p> |
| Schedule of Out-of-Plan Benefits | <ul style="list-style-type: none"> · Dental Services · Non-Emergency Transportation Services · Support services for individual living with HIV and AIDS · Nursing home services in excess of 30 consecutive days · Residential services for MR/DD clients as medically necessary · Services covered by Home and Community Based Waivers (described in Appendix I – Waivers) |
| Schedule of Out-of-Plan Benefits | <p>In addition to the services listed above, all Rhody Health Partners ACA Adult Expansion members are eligible to receive the following mental health and substance abuse services out-of- plan, if determined by the State to be clinically appropriate and medically necessary.</p> <p>Court ordered mental health and substance abuse services at a non-network provider.</p> |
| Schedule of Out-of-Plan Benefits (continued) | <p><u>Mental Health</u></p> <ul style="list-style-type: none"> · Psychiatric Rehabilitation Day Programs · Community Psychiatric Supportive Treatment · Crisis Intervention for individuals with SPMI receiving CPST services · Clinician’s services delivered at a CMHC for individuals with SPMI receiving CPST services · Mental Health Psychiatric Rehabilitation Residence (MHPRR) · CMHO Health Home Services · CSOC Comprehensive system of care · Club Houses <p><u>Substance Abuse</u></p> <ul style="list-style-type: none"> · Community-based narcotic treatment · OTP Health Home Service |
| Schedule of Non-Covered Services | <ul style="list-style-type: none"> · Experimental Procedures · Abortion services, except to preserve the life of the woman, or in cases of rape or incest · Private rooms in hospitals (unless medically necessary) · Cosmetic surgery · Infertility Treatment Services · Specific HCPS codes not covered under the State plan, as defined in the Rhode Island Medical Assistance Program Fee Schedule |

Claims Address Information

Optum Claims
P.O. Box 30760
Salt Lake City, UT 84130-0760