

Rhode Island Executive Office of Health and Human Services  
Rhode Island Medicaid Program  
Hazard Building, 74 West Road  
Cranston, Rhode Island 02920

[«RL»/«CL»/«CSID»/«MCO\_CD»/CYCLE 3]  
«FIRST» «MIDDLE» «LAST\_NAME»  
«ADDR1»  
«ADDR2»  
«CITY», «STATE» «ZIP»

August 1, 2014

**PLEASE READ! NEWS ABOUT YOUR ELIGIBILITY FOR RITE CARE**

Dear «FIRST» «LAST\_NAME»:

**It is time to renew Rite Care coverage for your family. There is a new process this year to renew your coverage.**

**You need to start the renewal process right away or your «MCO» coverage will end on September 30, 2014. To avoid a gap in coverage, you should complete your application by September 1, 2014.**

You can renew your Rite Care in one of the following ways:

**Option 1: Internet**

If you are able to use the internet, go to: [www.eohhs.ri.gov/renewals](http://www.eohhs.ri.gov/renewals) and follow the steps to set up an account and complete the renewal process. We are using a new system that will make it easier to renew your coverage in the future. Since this will be your first time using the system, you need to provide all the information requested. The website is secure and in most cases you will receive a decision right away.

If you need help once you start the process, you can call the HealthSource RI contact center at 1-855-651-7879 or the Department of Human Services (DHS) at the numbers on page three.

**Option 2: Telephone**

You can call the HealthSource RI contact center at **1-855-651-7879** to renew your coverage over the phone. The contact center is open Monday – Saturday from 8:00 am to 9:00 pm and Sunday from 12:00 noon to 6:00 pm. The contact center staff can help you in any language. You may be referred to DHS for eligibility-related issues.

**Option 3: In-person**

If you'd like to sit down with someone to help you with the renewal, you can go to your local DHS office to talk with an eligibility representative. **Please bring this letter with you.**

You can also meet with a Navigator in your community. For a list of Navigators go to: [www.healthsourceri.com](http://www.healthsourceri.com), click on "Contact a Navigator" or call 1-855-651-7879 to find a Navigator in your community.

**Option 4: Mail in**

You can get a mail-in application by calling or visiting a DHS office (see below) or download an application to print out at [www.eohhs.ri.gov/renewals](http://www.eohhs.ri.gov/renewals)

**Who Needs To Renew?**

Based on the information we have from the last time you applied for coverage, we believe that the people listed below are part of your family. **If your family circumstances have changed, please let us know** when you begin the renewal process.

<p>The following members of your family need to renew their RItE Care coverage.</p>	<p>The following members of your family <b>do not</b> need to renew at this time.</p>
<p><b>«Requesting_Members»</b></p>	<p><b>«NonRequesting_Members»</b></p> <p>When you answer questions about your family on the application, be sure to list these members of your household.</p> <p>However, be sure to state that they are <i>not</i> requesting financial assistance or health insurance coverage. Their existing coverage will continue and will not be changed.</p>

**Once Your Renewal Determination Is Made**

Once you complete the renewal process, we will tell you whether you and your family members continue to be eligible for RItE Care. We will send you a letter explaining our decision and how you can appeal the decision if you disagree.

If you or your family members are found eligible to continue to receive RItE Care, your coverage will continue for 12 months.

If some members of your family are no longer eligible for RItE Care, we will tell you about low-cost health insurance that is available through HealthSource RI.

**Again, your RIte Care health coverage** (provided through «MCO») **will stop on September 30, 2014, if you do not take these steps to renew your eligibility.** So, get started now and complete your application by September 1 to be sure there are no gaps in your coverage!

**Applications and information are available online at:** [www.eohhs.ri.gov/renewals](http://www.eohhs.ri.gov/renewals)

For more information or assistance:

<b>Department of Human Services</b>	<b>HealthSource RI</b>	<b>Navigators</b>
(401) 721-6672, (401) 721-6627, or (401) 721-6684	1-855-651-7879	Call 1-855-651-7879 to schedule an appointment
<a href="http://www.dhs.ri.gov">www.dhs.ri.gov</a>	<a href="http://www.healthsourceri.com">www.healthsourceri.com</a>	<a href="http://www.healthsourceri.com">www.healthsourceri.com</a> click on “Contact a Navigator”
Or visit your local DHS Office	70 Royal Little Drive Providence, RI 02904	
Hours: Monday to Friday, 8:30 am to 4:00 pm	Hours: Monday - Saturday, 8:00 am to 9:00 pm Sunday, 12:00 noon to 6:00 pm	

**DHS Non-Discrimination Policy**

In accordance with Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d et seq.), Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794), Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.), Title IX of the Education Amendments of 1972 (20 U.S.C. 1681 et seq.), the Food Stamp Act, and the Age Discrimination Act of 1975, the U.S. Department of Health and Human Services implementing regulations (45 C.F.R. Parts 80 and 84), the U.S. Department of Education implementing regulations (34 C.F.R. Parts 104 and 106), and the U.S. Department of Agriculture, Food and Nutrition Services (7 C.F.R. 272.6), the Rhode Island Department of Human Services (DHS), does not discriminate on the basis of race, color, national origin, disability, political beliefs, age, religion or sex in acceptance for or provision of services, employment or treatment, in its educational and other programs and activities. Under other provisions of applicable law, DHS does not discriminate on the basis of sexual orientation.

For further information about these laws, regulations and DHS’ discrimination complaint procedures for resolution of complaints of discrimination, contact DHS at 57 Howard Avenue, Cranston, RI 02920, telephone number 462-2130 (TDD 462-6239 or 711). The Community Relations Liaison Officer is the coordinator for implementation of Title VI; the Office of Rehabilitation Services (ORS) Administrator or his/her designee is the coordinator for implementation of Title IX, Section 504, and ADA. The Director of DHS or his/her designee has the overall responsibility for DHS’ civil rights compliance.

If you have any questions about this notice, DHS will schedule an interpreter or bilingual staff member to help you read English language notices, letters or other written information from DHS. If you have problems obtaining interpreter or bilingual staff services at a DHS office, please contact the Limited English Proficiency Coordinator at the RI Department of Human Services, 57 Howard Ave., Cranston, RI 02920, 401-462-2130, TDD 401-462-6239.

**Cambodian**

**បើសិនជាលោកអ្នកមានចម្ងល់អំពីសំបុត្រនេះ ក្រសួងសង្គមកិច្ចនឹងរកអ្នក  
បកប្រែ ឬក៏បុគ្គលិកដែលនិយាយភាសាលោកអ្នកបកប្រែសំបុត្រជូនលោក  
អ្នក ។ បើសិនជាលោកអ្នករកអ្នកបកប្រែភាសា ឬក៏បុគ្គលិកដែលចេះភាសា  
លោកអ្នកមិនបានក្នុងការិយាល័យសង្គមកិច្ច សូមទាក់ទងបុគ្គលិកចាត់ចែង  
ផ្នែកខាងភាសានៅក្រសួងសង្គមកិច្ច អាស័យដ្ឋាន 57 Howard Avenue,  
Cranston, RI 02920 ទូរស័ព្ទលេខ 401-462-2130 ។ TDD 401-462-6239**

**Laotian**

ຖ້າທ່ານມີຂໍ້ອ້ອງໃຈໃດ ໆ ກ່ຽວກັບຄໍາຮ້າງສະບັບນີ້, ທາງກົມປະຊາສົ່ງເຄາະ (DHS) ຈະຈັດການໃຫ້ນາຍພາສາ, ຫຼືຮູ້ຈັກ  
ພະນັກງານຜູ້ໂຕຢືນຢັນທີ່ຮູ້ຈັກສອງພາສາ, ຊ່ວຍເຫຼືອທ່ານໃນການອ່ານຄໍາຮ້າງ, ຈົດໝາຍ ຫຼືຂ່າວສານປະເພດອື່ນ ໆ ຂອງກົມ  
DHS ທີ່ຂຽນເປັນພາສາອັງກິດ.

ໃນກໍລະນີທີ່ທ່ານໄດ້ປະສົບບັນຫາໃນການໄດ້ຮັບການບໍລິການຈາກນາຍພາສາຫຼືຮູ້ຈັກພະນັກງານທີ່ຮູ້ຈັກສອງພາສາໃນຫ້ອງການບ່ອນ  
ໃດບ່ອນນຶ່ງຂອງກົມ DHS, ກະລຸນາ ຕິດຕໍ່ຜູ້ປະສານງານການບໍລິການທີ່ໄດ້ຮັບຮູ້ຈັກຄວາມຮູ້ຈັກທາງດ້ານພາສາອັງກິດ ( **Limited English Proficiency Coordinator**) ທີ່ກົມປະຊາສົ່ງເຄາະແຫ່ງຮັດໂຣດໂອເລລນດ໌  
(RI Department of Human Services), ເຊິ່ງຕັ້ງຢູ່ທີ່ 57 Howard Avenue, Cranston, RI 02920  
ໂທ 401-462-2130. TDD 401-462-6239

**Russian**

Если у вас есть вопросы, касающиеся настоящего уведомления, Департамент соцобеспечения (Department of Human Services) обеспечит вам встречу с переводчиком или одним из сотрудников, знающих ваш родной язык, который поможет разобраться с письмами, уведомлениями или любой другой печатной информацией Департамента на английском языке.

Если в Департаменте соцобеспечения у вас возникнут сложности с получением услуг переводческого характера, обратитесь к координатору работы с иноязычным населением (Limited English Proficiency Coordinator) в Департаменте соцобеспечения Род-Айленда по адресу 57 Howard Avenue, Cranston, RI 02920, телефон: 401-462-2130. TDD 401-462-6239

**Portuguese**

Se você tiver alguma dúvida sobre este aviso, o DHS fornecerá um intérprete ou um membro funcionário bilingue para ajudá-lo a ler avisos em Língua Inglesa, cartas, ou outras informações escritas do DHS. Se tiver dificuldade para conseguir um intérprete ou serviços de funcionários bilingue num escritório de DHS, por favor contacte Limited English Proficiency Coordinator no RI Department of Human Services, 57 Howard Avenue, Cranston, RI 02920, 401-462-2130, TDD (para dificuldade auditiva) 401-462-6239.