

Rhode Island: State Medicaid Agency Plays a Pivotal Role in Enhancing Access through No Wrong Door Development

Key Rhode Island No Wrong Door Players

- Office of Healthy Aging (OHA) – This is the state unit on aging which contracts with United Way of Rhode Island (UWRI) to operate [The Point](#), Rhode Islands’ Aging and Disability Resource Center (ADRC). UWRI also operates the state’s 211.
- Executive Office of Health and Human Services (EOHHS) – This is the state agency that oversees the health and human services departments in Rhode Island and serves as the State Medicaid agency.
- Department of Behavioral Healthcare, Developmental Disabilities, and Hospitals (BHDDH) – This is the agency responsible for administering programs for adults with intellectual/developmental disabilities, substance use, and serious mental and behavioral health conditions.
- Department of Human Services (DHS) – The DHS houses the OHA and administers a variety of safety net programs. In addition, under an agreement with EOHHS, the DHS is responsible for Medicaid eligibility determinations for all populations including older adults, people with disabilities, and anyone in need of long-term services and supports.
- Ocean State Center for Independent Living (OSCIL) – OSCIL is the Center for Independent Living serving Rhode Island.
- Child and Family is a community action agency that is also part of the network providing person-centered options counseling (PCOC).

Long-Term Services and Supports (LTSS) Interagency Reform Initiative

The Rhode Island EOHHS (the state Medicaid agency) began a [long-term services and supports \(LTSS\) interagency reform initiative](#) in 2018. Part of that effort included strengthening their No Wrong Door (NWD) System by engaging the LTSS Interagency Redesign Team, an interagency work group that is comprised of EOHHS, the Rhode Island BHDDH, the Rhode Island DHS, and the Rhode Island OHA. The process also includes significant stakeholder engagement from individuals in need of LTSS, providers, caregivers, business leaders, academia, and staff working in LTSS programs.

The group devised a [NWD Three Phase Strategic Plan](#) which includes marketing and outreach, person-centered counseling standardization and training, streamlined access initiatives, and information technology enhancements. The plan draws heavily from the Administration for Community Living’s (ACL’s) [NWD Key Elements](#) and also provides some key definitions for Rhode Island’s NWD:

“**What is NWD?**: NWD encompasses the universe of pre-eligibility, eligibility, and post-eligibility functions and interactions with Rhode Islanders who are at-risk for or in need of LTSS, without regard to payer, provider, or personal circumstance.

Strategic Plan of Action: Phased-in plan that uses the core consumer-centered principles of NWD to strengthen Rhode Island LTSS by modernizing functions and improving access, quality, and accountability system-wide.”

Community Care Hub involved in Hospital Care Transition Initiative

The Rhode Island Parent Information Network (RIPIN) is a community-based organization, a community care hub (CCH), and the state’s largest employer of community health workers. They are part of [ACL’s National Learning Community for CCHs](#). A CCH is a community-centered entity that organizes and supports a network of community-based organizations providing services to address health-related social needs. A CCH centralizes administrative functions and operational infrastructure. A CCH has trusted relationships with and understands the capacities of local community-based and healthcare organizations and fosters cross-sector collaborations that practice community governance with authentic local voices. RIPIN also runs a hospital care transition program in which they embed community health workers in hospital discharge teams to ensure connection with community-based supports. The program has been funded through COVID relief funds and Money Follows the Person (MFP) dollars and it is for people of all incomes and payer sources.

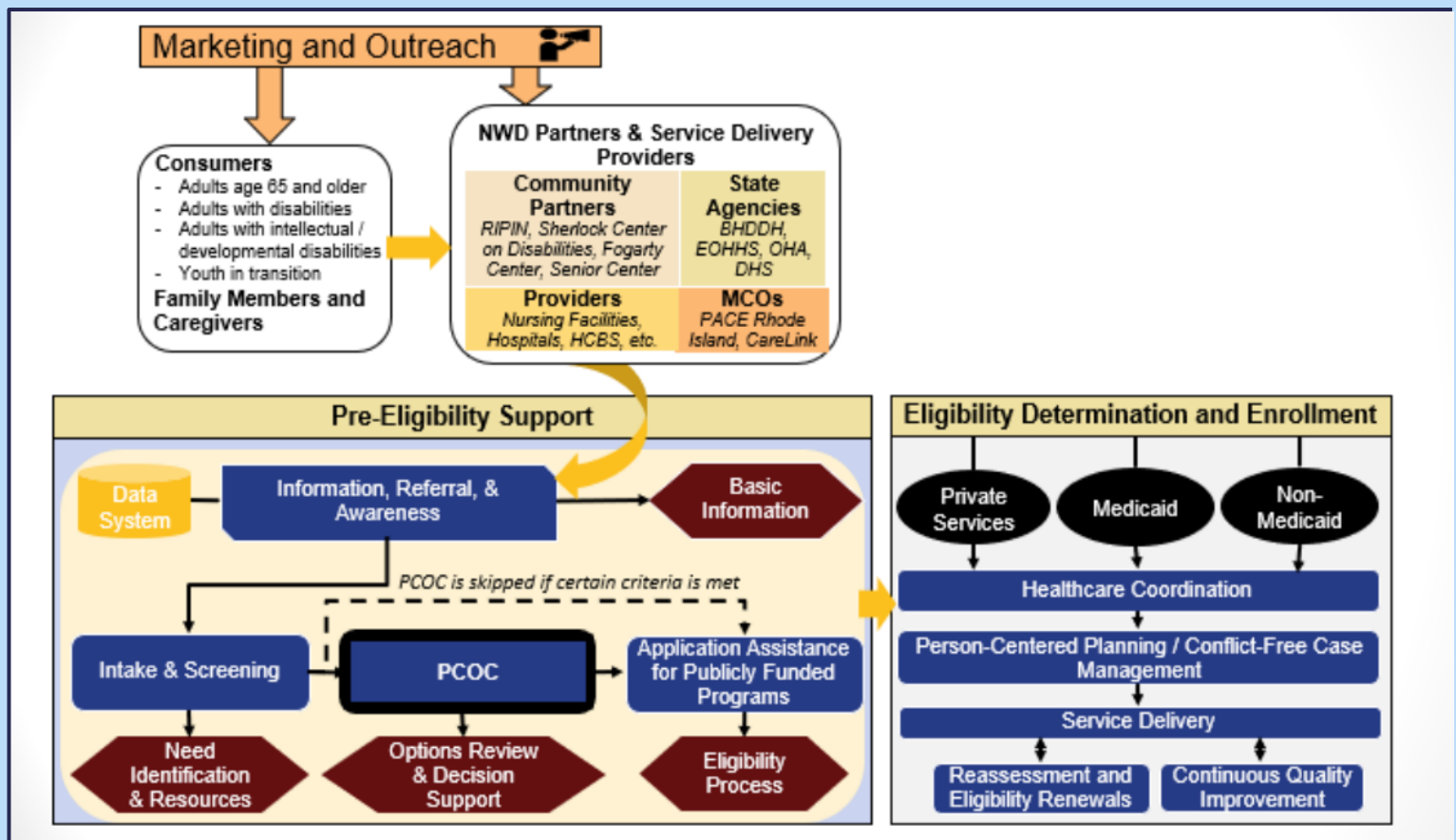
Person-Centered Options Counseling

Additionally, Rhode Island developed a formalized Person-Centered Options Counseling (PCOC) program, conducted significant training across the state, and articulated standards in a [PCOC Operational Manual](#). They also created the [MyOptionsRI](#) assessment tool which offers a self-assessment on LTSS needs leading to a personalized follow up call from the MyOptionsRI team to discuss options. This system allows the NWD System in Rhode Island to route the person to the appropriate agency. MyOptionsRI PCOC requests are generally handled by the POINT (ADRC). However, depending on demand, MyOptionsRI referrals may be routed to a network of PCOC providers, all of which also accept direct requests for PCOC including:

- DHS (may provide on request or in conjunction with the functional assessment);
- BHDDH;
- OSCIL; and
- Child and Family Services.

The graphic below, included in the [PCOC Operational Manual](#), illustrates the flow of individuals through the system from first contact to service delivery.

Figure 1. PCOC within the Broader Rhode Island NWD Framework



NWD Coordinated COVID Response

The OHA, DHS, BHDDH, EOHHS, and The United Way of Rhode Island (the state's 211) also collaborated closely during the COVID-19 pandemic to reach culturally diverse communities. Read more about that [here](#).

Information Technology Integration Goals

By 2025, all NWD System partners in Rhode Island will use the same client tracking software.