
Claims Submission Requirement Reminder for Institutional Claims

July 26, 2021

Neighborhood Health Plan of Rhode Island (Neighborhood) recently completed an upgrade to our core claims processing system to a more current version of the software.

Although this upgrade largely supported improving internal business processes, we also used the opportunity to review your claim submission history with Neighborhood. This examination revealed that some of your past claims were billed in a way that is not compliant with guidelines established by the Centers for Medicare & Medicaid Services (CMS). When completing the CMS UB-04 form, please note the following:

- The attending provider name and identifiers (including NPI) are required in FL 76 for any services other than nonscheduled transportation services.
- Additionally, the documented attending provider *cannot* be the same as the billing provider.

In order to avoid future claims rejection, please ensure your billing method is corrected and compliant as soon as possible. For more information and additional guidance, please refer to the Medicare Claims Processing Manual Chapter 25 - Completing and Processing the Form CMS-1450 Data Set (UB-04 Form) or Neighborhood's Provider Manual.

We appreciate your attention to this matter and thank you for your continued partnership. If you have any questions about this communication or its contents, please call Neighborhood Provider Services at 1-800-963-1001.