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| **Title:** | Claim Adjustment Grid Process | | |
| **ADJ\_54** |  | **Department:** | CLM |
| **Effective Date:** | 04/14/2017 | | |
| **Review Date:** | 04/13/2017, 03/26/2018, 03/27/2018, 03/28/2018, 04/02/2018, 04/03/2018, 04/16/2018, 04/17/18, 04/18/2018, 8/29/19, 9/17/19, 10/2/20, 3/4/21, 3/30/21, 9/23/21 | | |
| **Revision Date:** | 03/26/2018, 03/27/2018, 03/28/2018, 04/02/2018, 04/03/2018, 04/16/2018, 04/17/18, 04/18/2018, 8/29/19, 9/17/19, 11/20/20, 5/12/21 | | |
| **Purpose:** | | | |
| To provide an efficient process for requesting adjustments to multiple claims | | | |

* ***How to Submit a Claim Adjustment Grid***
* Access the electronic Neighborhood Health Plan of Rhode Island Claim Adjustment Grid (Note: Google Chrome is the recommended browser)
  + From the home page on the Neighborhood website, click on the “Providers” tab at the top of the screen
  + In the bulleted list, click “Provider Resources”
  + Click Forms/Claim Adjustments/Submitting a Claim Adjustment Grid
  + Click “Click here” at the first bullet
* Download the grid and save it before data is added, or changes will not be saved.
* Complete all fields, including the requester’s information, on the form. Neighborhood will populate the “Final Outcome” field once the grid has been worked.
* Submit up to fifty (50) claims per grid.
  + Grid submissions are for only for adjustments; Please use the [NaviNet](https://navinet.navimedix.com/sign-in?ReturnUrl=/) website to check claim status.
* Securely e-mail the completed grid to Neighborhood at: [claimresubmission@nhpri.org](mailto:claimresubmission@nhpri.org)
* ***What happens after a grid is submitted?***
* Once Neighborhood has accepted a grid, the submitter will receive an acknowledgment e-mail, including an issue ID number, within forty eight (48) hours.
  + If a grid is not accepted, the acknowledgment will include an issue ID number and the reason(s) for rejection.
* Completed grids are returned to the submitter via secure e-mail, with the “Final Outcome” column updated, within thirty (30) calendar days of the acknowledgment e-mail.
* ***How to obtain the status of a grid***
* If a grid has not been returned by the estimated completion date (as indicated in the acknowledgment email), please e-mail [claimresubmission@nhpri.org](mailto:claimresubmission@nhpri.org) with the applicable issue ID number on the subject line.
* ***Questions regarding a grid response?***
* For clarification of a grid response, please “Reply All” within thirty (30) calendar days (excluding weekends and holidays) of receipt of the determination e-mail sent by the Neighborhood representative who completed the grid.