Update: Form CMS-1500 Requirements for Neighborhood

July 6, 2023

The following notice appeared in the July 2023 Provider Newsletter

On January 1, 2023, Neighborhood Health Plan of Rhode Island's (Neighborhood) Provider Manual was updated to align with Form CMS-1500 requirements as per the National Uniform Claim Committee's (NUCC) 1500 Reference Instruction Manual. In a February 20, 2023 notice, Neighborhood incorrectly referenced requirements as per the Centers for Medicare and Medicaid Services. This notice is to clarify that Neighborhood is aligned with NUCC requirements.

Please see the specific changes below (in red), which are also reflected in Neighborhood's Provider Manual (please see page 26).

Item	Heading	Instruction
3*	Patient's Date of Birth (MM/DD/CCYY) and Sex	Required
11a	Insured's Date of Birth (MM/DD/CCYY) and Sex	Required (if applicable)
12	Patient or Authorized Person's Signature/Computer-generated Signature <u>and</u> Date (MM/DD/YY, MM/DD/CCYY, or alpha-numeric) **or** Signature on File/Authorized Signature on File/SOF is acceptable without a date	Required
14	Date of Current Illness, Injury, Pregnancy (LMP) (MM/DD/YY)	Required (if applicable)
15	Other Date and Qual. (MM/DD/YY)	Required (if applicable)
24a	Date(s) of Service, From and To (MM/DD/YY)	Required

Item 3: Although the form states the patient's birth date year as "YY" (two-digit), it must be entered as "CCYY" (four-digit).

As of March 20, 2023, paper claims submitted/received not in compliance with the requirements noted above and in Neighborhood's Provider Manual, will be returned to the sender. Failure to comply with the proper format may

cause misalignment during the scanning process, preventing digitization and transmission of the claim information. If you work with a billing clearinghouse for claim submissions, please share this guidance accordingly.

Notice of Electronic Claim Submission Requirement

Neighborhood has partnered with Inovalon **(formerly known as ABILITY), a claims clearinghouse, to offer our network providers a way to submit all Neighborhood claims electronically, free of charge. Inovalon can also be used by Neighborhood providers for other payers, however, there will be a charge assessed for those submissions.** Sign-up today by sending the information below via secure email to: abilityinfo@nhpri.org. For more information on electronic claim submission, please visit Neighborhood's Claims and Eligibility webpage