

Participating Providers: Required Screening and Credentialing Processes

February 2024

Please be advised that Neighborhood Health Plan of Rhode Island (Neighborhood) has updated your status in our claims processing system. This change is the result of your non-compliance with the 21st Century Cures Act (Cures Act) requirement to be screened by and enrolled with Rhode Island (RI) Medicaid. Effective immediately, you will receive non-participating rates for all claims submitted to Neighborhood.

As a non-participating provider in the Neighborhood network, you may be required to obtain prior authorization for certain services. Neighborhood encourages you to visit our [Prior Authorization Reference Guide](#) for additional information on services that require prior authorization. Please note that the prior authorization reference guides are organized by line of business.

Screening Process: Action Needed

To be reinstated as a participating provider with Neighborhood, you must first complete the Medicaid screening process.

The application for Medicaid enrollment/screening can be accessed directly at www.RIProviderPortal.org.

- Go to **Provider Enrollment**, then select **Enrollment Application**.
- Select **MCO Provider** in the “Type of Provider Enrollment” drop-down menu, then indicate MCO affiliation.

Please note, it is of the utmost importance that you complete the screening application in full, as incomplete applications could result in the loss of your RI MCO Medicaid billing privileges. There is a “Provider Enrollment User Guide” on the website to assist you with completing your online application.

As a reminder, per your contractual obligations, billing Medicaid members is strictly prohibited.

If you have additional questions or concerns that are not answered by the Provider Enrollment User Guide, please email RIProviderServices@gainwelltechnologies.com or contact the Executive Office of Health and Human Services Customer Service Help Desk at (401)784-8100 for in-state and long-distance calls, or 800-964-6211 for in-state toll calls.

Credentialing and Re-credentialing Procedures: Action Needed

Once the Medicaid screening process has been completed, you may need to be credentialed to regain participating status with Neighborhood. To begin the credentialing process, providers should complete the online form [here](#).

Additional Resources

- Contact Provider Services at 1-800-963-1001
- Review Neighborhood’s credentialing process outlined in the [Provider Manual](#)
- Visit www.nhpri.org