****

**Provider Manual Updates**

**2024**

Below is a summary of recent changes to the [**2024 Provider Manual**](https://www.nhpri.org/provider-manual/).

**March 1, 2024**

**Section 1: Introduction to Neighborhood Health Plan of Rhode Island**

* **Quick Reference Guide:** Updated title of “Provider Claim Dispute & Provider-Initiated Appeal” form and e-form to “Provider Appeal” form and e-form.

**Section 3: Complaints and Appeals:**

* **Provider Claim Appeals (Administrative Appeals**): Updated title of section from Provider Claim Disputes to Provider Claim Appeals (Administrative Appeals) andupdated section with language to align with January 1, 2024 notice: [“Requests for Claim Review; Reminders and New Terminology.”](https://www.nhpri.org/wp-content/uploads/2024/01/Request-for-Claim-Review-New-Terminology.pdf)

**Section 4: Billing and Reimbursement:**

* **Adjusted Claims:** Updated section with language to align with January 1, 2024 notice: [“Requests for Claim Review; Reminders and New Terminology.”](https://www.nhpri.org/wp-content/uploads/2024/01/Request-for-Claim-Review-New-Terminology.pdf)
* **Provider Claim Appeals:** Changed title of section from “Provider Claim Disputes” to “Provider Claim Appeals” andupdated section with language to align with January 1, 2024 notice: [“Requests for Claim Review; Reminders and New Terminology.”](https://www.nhpri.org/wp-content/uploads/2024/01/Request-for-Claim-Review-New-Terminology.pdf)
* **Claim Reconsideration Request:** Updated section with language to align with January 1, 2024 notice: [“Requests for Claim Review; Reminders and New Terminology.”](https://www.nhpri.org/wp-content/uploads/2024/01/Request-for-Claim-Review-New-Terminology.pdf)

**Section 5: Authorization Process and Medical Management**

* **Retroactive Authorization Requests:** Updated section with language to align with January 1, 2024 notice: [“Requests for Claim Review; Reminders and New Terminology.”](https://www.nhpri.org/wp-content/uploads/2024/01/Request-for-Claim-Review-New-Terminology.pdf)