

This guide is to help Neighborhood Health Plan of Rhode Island's (Neighborhood's) provider community with frequently asked questions. It is categorized by business area and includes hyperlinks (in **green**) to the Neighborhood website. For more information on any of the topics below, please consult the Neighborhood **Provider Manual** or contact Neighborhood Provider Services by calling 1-800-963-1001.

Claims		
Claim Forms Questions on which form to use? Consult the Claim Form Finder for more information.	For requesting Neighborhood review on a previously processed claim: <ul style="list-style-type: none">• See the Claim Adjustments webpage for guidance by Neighborhood line of business (product) on requesting an adjustment to a previously processed singular claim or multiple claims for reasons such as, but not limited to, coordination of benefits, payment modifications, and/or timely filing denials.• Use the Corrected (Replacement)/Voided Claim Request Form to void or submit changes to a previously processed claim, such as, correcting a diagnosis or CPT code, date of service, or adding additional information such as an NDC number or modifier.• Submit a Claim Reconsideration Request E-Form with medical notes, to request reconsideration of a claims payment decision.• Submit a Provider Appeal Form or Provider Appeal E-Form for review of a denied claim, typically following the adverse outcome of a Reconsideration Request, an Adverse Adjustment Request, a denied or absent authorization.	
Claim Status	Neighborhood is contracted with NaviNet to provide 24/7 claims status lookup including deductible, out of pocket information, and additional claim detail for 317 denials.	
Claim Submission	Neighborhood has partnered with Inovalon (formerly ABILITY) to offer our providers a way to submit claims electronically – at no cost for all Neighborhood claims. For more information, click here .	
	For electronic claims submission: <ul style="list-style-type: none">• Medicaid Claims Payer ID is 05047• Exchange/Commercial and INTEGRITY (MMP) Claims Payer ID is 96240	For paper claims submission, mail to: Neighborhood Health Plan of Rhode Island P.O. Box 28259 Providence, RI 02908-3700
	Email EDISupport@nhpri.org to report clearinghouse issues with electronic claim submission.	
Direct Deposit and eRA Set Up	Email eftproviders@nhpri.org to initiate the process for direct deposit set-up, as well as, requesting electronic remittance advice (eRA)/explanation of payment (EOP) statements.	
Duplicate RA/EOP Requests	Complete the Application to Request Duplicate Remittance Advice (RA) Statements to initiate the process to retrieve duplicate RA's/EOPs as needed.	
Payment Policies	The Neighborhood website has a complete list of Billing Guidelines and Payment Policies .	
Provider Data Integrity		
Provider Data Updates	Providers are required to notify Neighborhood of any changes to their practice or profile set-up; including but not limited to, changes in office hours, address updates, etc. <ul style="list-style-type: none">• Use Update Your Information to notify Neighborhood of any important changes to your profile or practice, as well as, to add a new provider/location to an existing contracted group, terminate a provider and/or location, and submit a name change. Email providerdata@nhpri.org with any questions regarding updating your information.	

Medical Prior Authorization			
Out-of-Network Requests	Providers must complete an Out of Network Prior Authorization E-Form to receive approval to refer a member to a provider not contracted/participating with Neighborhood.		
Prior Authorization Search Tool	Make sure your request requires prior authorization, by consulting Neighborhood’s Prior Authorization Search Tool . Simply enter the procedure/service code in question and select the member’s line of business to determine if prior authorization from Neighborhood is required.		
Prior Authorization Request E-Forms	Prior Authorization Request E-Forms for each service requiring prior authorization are located on the Neighborhood website.		
Pharmacy Prior Authorization			
Pharmacy Prior Authorization Forms	CVS Caremark’s CoverMyMeds is the fastest (and free) way to request prior authorization. Pharmacy’s Prior Authorization Forms webpage hosts information on how to submit requests and what forms to use for specific drugs, medical authorization, and general requests. Click here to request a Medicare Prescription Drug Coverage Determination .		
Member Benefits & Eligibility			
Benefit and Eligibility Information	Membership eligibility and benefits are available via NaviNet 24/7. For Neighborhood’s Commercial/Exchange line of business, NaviNet displays benefit/cost-sharing information, such as co-pay, deductible, out-of-pocket and pharmacy spend.		
Interpreter Services	Complete the Interpreter Request E-Form to request language services, including American Sign Language, for a member.		
Network Participation			
Verify Participation	To verify/search in-network providers, Neighborhood's online Find a Doctor tool can be used to view and search providers, hospitals and facilities, pharmacies and more.		
Credentialing			
Application Status	Providers receive a status of their application at least once every 15 calendar days and informed within five (5) business days when the application is deemed complete.		
Re-credentialing	Neighborhood’s Credentialing Department contacts a provider when it is time for re-credentialing. Any questions can be emailed to credentialing@nhpri.org .		
New Providers – Join the Network			
Neighborhood	Visit Join Our Network for more information.		
Behavioral Health	Contact Optum , Neighborhood’s behavioral health vendor.		
DME	Email Integra Provider Expansion, Neighborhood’s Durable Medical Equipment (DME) provider network, at: network@accessintegra.com .		
Pharmacy	Pharmacy providers will need to contract with CVS Caremark .		
Other Frequently Used Phone Numbers			
Optum - Behavioral health	Medicaid, Call: (401) 443-5997	Commercial/Exchange, Call: (833) 470-0578	INTEGRITY (MMP), Call: (401) 443-5995
New Century Health (NCH)	Program for oncology-related drugs and/or treatment	Call (888) 999-7713 or log into the NCH provider portal: https://my.newcenturyhealth.com	
Integra Partners	DME provider network	Call (888)-729-8818	
Equian (Optum)	Third party subrogation cases	Call (866) 876-2791	
eviCore	Radiology management program	Call (888) 693-3211 or log into the eviCore portal	