

## **Important Updates to Claim Processing for Neighborhood's Commercial Line of Business**

**Q: What is the purpose of the notification?**

**A: Neighborhood is moving its Commercial line of business to the platform used for our Medicaid line of business.**

**Q: Why is Neighborhood making this change?**

**A: This is the first phase of Neighborhood's transition to a single claim system.**

**Q: When is this change effective?**

**A: This change is effective May 27, 2024.**

**Q: Will the INTEGRITY line of business be impacted?**

**A: The INTEGRITY line of business will not be impacted by this change.**

**Q: Is there any new information in this notification?**

**A: Yes. This week's communication includes a new section on coordination of benefit claims which was not part of the initial notification distributed in August 2023.**