

INTERNAL ONLY – NOT FOR EXTERNAL DISTRIBUTION

Provider Communications is sharing an important update that was [recently communicated](#) to our providers. As of August 1, 2023, Neighborhood Health Plan of Rhode Island (Neighborhood) is changing its claim submission process. This information is important for anyone who interacts with our provider network.

What is the new change in the claim submission process?

Neighborhood is transitioning to mandatory electronic claim submissions for claims that **do not require an attachment**.

When will this change take effect?

This change is effective August 1, 2023.

Does this change apply to all claim submissions?

No, this change only applies to claim submissions that do not require an attachment. Claims with any type of attachment, such as Explanation of Benefits (EOB), medical records, invoices, or single case agreements, must still be submitted in paper form.

How can providers submit their claims electronically?

Neighborhood has partnered with Inovalon (formerly known as ABILITY), a claims clearinghouse, to facilitate electronic claim submissions. Providers can submit all Neighborhood claims electronically and free of charge via this service.

What should providers do if they have any questions?

If providers have any questions, they should contact Provider Services at 1-800-963-1001. Please familiarize yourself with these details to effectively support our provider network through this transition. For additional information, the notice that was sent out to providers is attached to this email.