

INTERNAL ONLY – NOT FOR EXTERNAL DISTRIBUTION

Dear Colleagues,

Provider Communications is sharing an important change affecting the high-end radiology services appeal process for INTEGRITY (MMP) members.

A [notification](#) detailing these changes was distributed to our providers on **August 1, 2023**.

Please review the frequently asked questions below for details regarding this change.

What is the change in the appeal process for high-end radiology services for INTEGRITY (MMP) members?

Beginning **October 1, 2023**, appeal requests for high-end radiology services for MMP members will be processed by Neighborhood's Grievance and Appeals Unit (GAU) instead of eviCore, our radiology vendor.

Will we continue using eviCore for other lines of business (LOB)?

Yes, we will continue to use eviCore for other LOB. The shift to the GAU is specifically for high-end radiology services appeals for INTEGRITY (MMP) members.

How should a provider file an appeal for high-end radiology services for MMP members?

Providers should submit their appeal requests via standard mail to the GAU at the following address:

Neighborhood Health Plan of Rhode Island
Attn: Grievance and Appeals Unit
910 Douglas Pike
Smithfield, Rhode Island 02917

They can also fax appeals to 401-709-7005.

Who should providers contact if they have any inquiries regarding the status of their appeal?

Providers should reach out to Provider Services at 800-963-1001 for any inquiries about their appeal status.