**Neighborhood Clearinghouse Update**

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

A: Neighborhood Health Plan of Rhode Island (Neighborhood) is ending the practice of paying providers’ electronic claim submission fees billed by our claims clearinghouse partners.

**Q: Which clearinghouses will be impacted by this change?**

A: This change impacts Change Healthcare, Waystar, and Healthcare Revenue Cycle Solutions (SSI).

**Q: Is Neighborhood ending its partnerships with theses clearinghouses?**

A: No. Neighborhood will continue to do business with these clearinghouses but will no longer cover the claim submission fees associated with their services.

**Q: Is Neighborhood passing on the clearinghouse fees to providers?**

A: Providers are typically responsible for paying their own clearinghouse fees. This update will align Neighborhood with industry standards.

**Q: When will this change go into effect?**

A: This change will be effective on the following dates:

* SSI: October 5, 2024
* Waystar: November 11, 2024
* Change Healthcare: December 31, 2024

**Q: Which providers will be impacted by this change?**

A: Any provider for whom Neighborhood reimburses their clearinghouse fee through Change Healthcare, Waystar, or SSI is impacted.

**Q: What should providers do in anticipation of this change?**

A: To avoid any lapse in electronic claim submissions, network providers who will be impacted by this change are advised to contact their clearinghouse to set up direct payment.

**Q: Where can providers find additional information and/or resources?**

A: Providers should visit each company’s website for more information on setting up an account.

* [SSI](https://thessigroup.com/): www.thessigroup.com
* [Waystar](https://www.waystar.com/login/): www.waystar.com/login
* [Change Healthcare](https://www.changehealthcare.com/providers): www.changehealthcare.com/providers