

Reminder: Use of Corrected/Voiced Claim Request Form

Q: What is the purpose of this notification?

A: This is a medical cost action-related notification. Neighborhood is reminding providers to use the updated [Corrected \(Replacement\)/Voiced Claim Request Form](#) when submitting changes or voiding a previously processed paper claim. Effective **November 1, 2024**, Neighborhood will no longer accept the previous version of the form with paper claim submissions.

Q: What will happen if providers continue to use the outdated form?

A: Any submissions using the outdated form will be returned.

Q: When was the updated form introduced?

A: The updated form was introduced in **March 2024**.

Q: What are the guidelines for using this form?

A: Providers must use a Corrected (Replacement)/Voiced Claim Request Form to assist with accurate processing of corrected (replacement) and voiced paper claims. This form should be used to void or to submit changes, such as correcting a diagnosis code, CPT or HCPCS code, or date of service, or adding additional information such as an NDC number or modifiers, to a previously processed claim.

Please refer to the [notification](#) for additional claim submission guidelines.

Update to Implant Cost Reimbursement Process

Q: What is the purpose of this notification?

A: This is a medical cost action-related notification. Effective **November 1, 2024**, providers seeking reimbursement for denied implant claims will no longer submit a claim adjustment and will instead be required to submit a claim reconsideration request with supporting documentation.

Q: What type of documentation will be required?

A: Providers must include the following:

- Medical notes; **and**
- Invoice (s)
 - The invoice date should be no later than 14 days post the surgery date.

Q: What providers does this impact?

A: This update only applies to providers who have an implant cost reimbursement clause in their contract and are submitting claims for the Medicaid line of business. Those providers are Prime, Prospect, and LMW Healthcare.