

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 for providers' electronic claim submission fees billed by our claims clearinghouse partners.

Q: Which clearinghouses does this change impact?

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

Q: Is Neighborhood ending its partnerships with these 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: 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: Neighborhood is unable to determine which providers will be impacted by this change or the exact number of providers who will be impacted. Therefore, this notification was distributed to the entire provider network.

Q: What should providers do if they will be impacted by this change?

A: Network providers who will be impacted by this change are advised to contact their clearinghouse directly to avoid any lapse in electronic claim submissions.

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](http://www.thessigroup.com): www.thessigroup.com
- [Waystar](http://www.waystar.com/login): www.waystar.com/login
- [Change Healthcare](http://www.changehealthcare.com/providers): www.changehealthcare.com/providers