



April 1, 2011

Dear Provider,

Neighborhood will soon determine a “Go-live” date for our new core system pending some key deliverables and corresponding testing and will update you on that decision in a separate communication.

In order to assist you with preparing for this change, **we have attached a reference grid of key information to highlight changes in our new system.** Please note that these changes will only become effective with the implementation of the new system.

Please visit our website ([www.nhpri.org](http://www.nhpri.org)) for New Core System Updates and our updated Provider Manual and Billing and Reimbursement and Benefit Coverage Guidelines.

If you have any questions or concerns about these changes, please contact Neighborhood’s Customer Service Department at 401-459-6020 or your Provider Services Specialist at 401-459-6192.

You may also email us at [newsystemquestions@nhpri.org](mailto:newsystemquestions@nhpri.org).

Sincerely,

Patricia Huschle  
Director, Provider Services