



August 26, 2010

Dear Partner,

As part of our conversion to HealthRules™, our new core health plan administration system, Neighborhood Health Plan of Rhode Island (Neighborhood) has reviewed the way we do business in an effort to become more consistent in our operations while remaining responsive and flexible in today's changing healthcare market.

Below, please find descriptions of key business changes that will be implemented on November 1, 2010 which may require you to make program modifications to accept our new data format. For example, these changes could impact your reporting and file transfer transactions.

- **Member ID Number**

- The member ID will be a randomly generated, permanent 9-digit number for new members enrolled with Neighborhood on or after November 1, 2010.
- Existing Neighborhood members (enrolled prior to November 1, 2010) will keep their most current 9-digit member ID, however the dash ("-") will be removed.
- **Some examples of how this change may affect you:**
 - The member ID card will no longer contain the dash for new members enrolled on or after November 1, 2010. Please note: you will continue to see ID cards with the dash in the member ID for those members that have not required changes to their account that would result in generation of a new ID card.
 - No changes will be required for claims submissions.
 - Your remittance advice (RA) will no longer contain a dash in the member ID field.
 - Providers can search members on NaviNet using the number on the member ID card.
- Remember, these are just **some** examples of transactions that will change due to the new member ID format.

- **Group Number is now called Benefit Plan ID**

- If you previously used a numeric format to capture the group number, such as “1100”, you will now have to accommodate an alpha-numeric format such as “MED Plan”. Please see the attached document for reference (*Group Number to Benefit Plan ID Cross Reference*). **Some examples of how this change may affect you:**
 - The group number for new members enrolled on or after November 1, 2010 will now contain alpha-numeric values. Please note, you will continue to see ID cards with numeric values for those members that have not required changes to their account that would result in generation of a new ID card.
 - Claims may continue to be submitted with the numeric group number found on the current ID card and the claim will process, however the remittance advice will illustrate the new alpha numeric group number. As a result, providers may choose to submit the new alpha numeric group codes indicated in the attached crosswalk document rather than the numeric number on the card.
 - Your remittance advice (RA) will no longer contain the numeric value; it will contain the alpha-numeric value.

- **Members are their own subscription**

- The last 2 digits of the member ID will no longer determine what relationship this member has to the main subscriber (for example Self, Spouse, or Child).

- **Updated Benefits and Billing Information**

- As part of the conversion to our new core system, Neighborhood has updated the Benefit and Billing Information available to Providers. These changes will be available on 9/1/10 on our website (www.nhpri.org). Please review this information prior to the November 1st implementation of the new system.

If you have any questions or concerns about these changes, please contact Neighborhood’s Customer Service Department at 401-459-6020 or you can email us at: newsystemquestions@nhpri.org and you will receive a response from the Project Management office within 3 to 4 business days.

Sincerely,



Nancy Coburn
Chief Operating Officer

Attachment



Appendix A: Quick Reference: Group No to Benefit Plan ID Cross Reference Grid

CURRENT NHPRI GROUP NUMBER			NEW BENEFIT PLAN ID
1100	-	-	MED Plan
1400	-	-	EFP Plan (State Bill)
1450	-	-	EFP Plan (Direct Bill)
1550	-	-	SOBRA Plan
5100	-	-	SUB
5210 5211	-	-	CSN (SSI)
5220	-	-	CSN (Katie Beckett)
5230	-	-	CSN (Subsidized Adoption)
6110	-	-	RHP Plan (SPMI No Waiver)
6111	-	-	RHP Plan (SPMI With Waiver)
6121	-	-	RHP Plan (MRDD With Waiver)
6130	-	-	RHP Plan (Other Disabled No Waiver)
6131	-	-	RHP Plan (Other Disabled With Waiver)
6140	-	-	RHP Plan (Other Disabled No Waiver)
6141	-	-	RHP Plan (Other Disabled With Waiver)