



July 2, 2010

Dear Provider,

As you are most likely aware by now, Neighborhood Health Plan of Rhode Island (Neighborhood) is working diligently on implementation of a new core health plan administration system. Implementation of HealthRules® by HealthEdge™, is scheduled for November 1, 2010.

To help us gear up for this conversion, we are asking all our providers to submit any appeals, adjustment requests, corrected claims, payment inquiries or outstanding items, that are still within your contracted timely filing, for immediate review. **Failure to submit these items before September 1, 2010 may result in delays in processing these transactions.** Please use one of the following means to contact us:

- Claims inquiries by the Web:
NaviNet.....www.NaviNet.net
- Claims inquiries via telephone:
Customer Service.....401-459-6020
- Claims corrections and resubmissions via fax:
Claims Production Department.....401-459-6146
- Claims adjustment and appeal requests via fax
Claims Quality and Audit.....401-459-6188
- Claims reconsiderations (review of medical notes) via fax
Claims Quality and Audit.....401-459-6188

Neighborhood will process claims received through October 13, 2010 through the existing Diamond system. Paper and electronic claims received after October 13, 2010 will be held and entered into HealthRules® beginning November 1, 2010.

If you have questions regarding the HealthRules® system or how it impacts you, please contact Neighborhood's Customer Service Department at 401-459-6020 or you can email us at newsystemquestions@nhpri.org. Thank you in advance for your continued support in this vital activity.

Sincerely,

A handwritten signature in black ink that reads "Meghan V. Ruane".

Meghan V. Ruane
Director of Operations