

Claims Corner

Neighborhood News – October 2025

Behavioral Health Claims

Neighborhood Health Plan of Rhode Island (Neighborhood) is managing all behavioral health services for its members for **dates of service on or after September 1, 2025**. Behavioral health services for all dates of service **up to and including August 31, 2025** will continue to be managed by **Optum**, Neighborhood's previous behavioral health vendor.

Corrected Claims

Corrected claims must be submitted **electronically**, unless supporting documentation, such as a single case agreement (SCA), cannot be transmitted via an electronic 837 file.

Multiple New Claim Submissions for the Same Date of Service

All services rendered to an individual member on the same date(s) of service by the same provider must be submitted on **one claim**. If multiple original claims are submitted for the same date(s) of service, **the first submission received will adjudicate** and the subsequent claims will be denied as duplicate.