

Assisted Living Claims Submission Format - INTEGRITY for Duals

February 6, 2026

Effective for dates of service on and after January 1, 2026, claims for assisted living facility services submitted for members enrolled in Neighborhood **INTEGRITY for Duals (HMO D-SNP)** must be billed using the **837 Professional file format (CMS-1500)**. Claims submitted using an institutional format (837I / UB-04) will deny.

Why this change is needed

Assisted living claims for INTEGRITY for Duals members are required to be billed using the 837 Professional format, consistent with applicable state billing guidance. Please refer to [the Rhode Island Medicaid Standard Companion Guide](#) to learn how to properly submit electronic transactions.

Some assisted living providers may be accustomed to submitting claims through the RI Medicaid Electronic Solutions system, which supports a proprietary waiver file format for certain Medicaid waiver programs. While that system may support waiver submissions, the standard claims submission format for Assisted Living services for INTEGRITY for Duals members remains the 837 Professional (CMS-1500).

What providers need to do

Providers must review their billing processes to ensure that **all assisted living services for INTEGRITY for Duals members are submitted using the 837 Professional file format (CMS-1500)** to prevent claim denials or payment delays.

Providers who have already submitted INTEGRITY for Duals claims using the institutional format will need to resubmit those initial claims using the 837 Professional (CMS-1500) format.

Thank you for your continued participation in Neighborhood's provider network and for your ongoing support of Neighborhood's members.

Note: This notice was sent via email on February 6, 2026 to all Assisted Living Facilities registered for Neighborhood's News and Updates. If you would like to be added to the distribution list, please [click here](#) to sign up