

Delayed Processing of INTEGRITY for Duals Home Care Claims with Service Modifiers

February 19, 2026

Neighborhood Health Plan of Rhode Island (Neighborhood) has identified an issue affecting home care claims containing service modifiers for the **INTEGRITY for Duals (HMO D-SNP)** line of business. The claims are currently being temporarily pended while the issue is resolved to ensure these claims are processed accurately.

Clean claims impacted by this issue are expected to be processed within the next two to three payment cycles.

No action is required from providers for claims already submitted. Neighborhood will identify and reprocess all impacted claims, and updated payment and posting information will be reflected on remittance advices.

We apologize for any inconvenience this issue may have caused and appreciate your patience as we work to ensure accurate claims processing.