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## Important Update: 835 Remittance Advice Unavailable for D-SNP Claims

February 4, 2026

Neighborhood Health Plan of Rhode Island is informing providers of a temporary issue affecting **machine-readable ASCX12 835 remittance advice (RA) files** for **Neighborhood INTEGRITY for Duals (HMO D-SNP)** and **Dual CONNECT (HMO D-SNP)** claims. **Medicaid** and **Commercial** claims are not impacted.

### What is happening

Due to an issue, 835 files for D-SNP claims will not be generated. Work is underway to resolve the issue, which is expected to take up to eight weeks.

### What providers should expect

- Payments will continue to be processed.
- 835 files will not be available for D-SNP claims during this period.
- Providers will continue to receive their standard Remittance Advice (RA) by paper or email, based on their current setup.

### Scope of impact

- This issue only affects D-SNP claims.
- Once the issue is resolved, 835 files will resume prospectively only. 835s will not be issued retroactively for prior payment cycles.

Providers who currently receive only an 835 file can complete the [Electronic Payment and Remittance Advice Application](#) to receive electronic or paper remittance advices. Completed forms should be emailed to [eftproviders@nhpri.org](mailto:eftproviders@nhpri.org).

We will share updates as more definitive information becomes available. Thank you for your patience and understanding as we work to resolve this issue.