

New EDI Support Form Available for Claims Submission and ERA Inquiries

March 20, 2026

Neighborhood Health Plan of Rhode Island (Neighborhood) has launched a new [Electronic Data Interchange \(EDI\) Support Form](#) to assist providers experiencing issues related to electronic claims submission and Electronic Remittance Advices (ERAs).

This new form allows Neighborhood's EDI team to process requests more efficiently, replacing the previous process of emailing the EDI support inbox. Providers are encouraged to include as much information as possible so the team can offer timely and accurate assistance.

When to Use the EDI Support Form

Providers should use the EDI Support Form to report issues related to:

- **Electronic claims submission (837 files)** – including issues submitting claims, claims not appearing on file, or claim rejection concerns
- **Electronic Remittance Advice (835 files)** – including questions related to ERA files, payment details, or reconciliation issues

What to Expect After Submitting the Form

Once the form is submitted, a support ticket is automatically created and routed to the Neighborhood EDI team. Providers will receive an automated email confirming receipt of the request along with a reference number.

EDI support requests are triaged and prioritized based on the information provided. If additional details are needed, a Neighborhood EDI team member will contact the submitter via email using the address entered on the form. Providers should ensure the email address is accurate to prevent delays in EDI requests.

Please allow up to **five business days** for an initial response from the EDI team.

Once the issue has been reviewed and resolved, the provider will receive a final notification confirming that the request has been completed.

Thank you for your continued partnership and for the care you provide to Neighborhood members.