
Issue Resolved: Claim Adjustment Submissions for INTEGRITY for Duals and Dual CONNECT

April 2, 2026

Neighborhood Health Plan of Rhode Island (Neighborhood) has resolved the issue impacting claim adjustment submissions for the **INTEGRITY for Duals (HMO D-SNP)** and **Dual CONNECT (HMO D-SNP)** lines of business.

Providers can now submit claim adjustments using the standard processes, including the [Single Claim Adjustment Request Form](#) and the [Claim Adjustment Grid](#), both of which have been updated to support 12-digit member IDs for these products. Providers should ensure they are using the version of the form that corresponds to the applicable line of business.

[As previously communicated on March 6, 2026](#), a temporary workaround was required due to limitations with the claim adjustment forms and grid. With these updates now in place, **that workaround is no longer needed.**

What This Means for Providers

- Submit single claim adjustments using the standard [Single Claim Adjustment Request Form](#)
- Use the [Claim Adjustment Grid](#) for bulk submissions
- Ensure all required fields are completed accurately to avoid processing delays

No Change to Other Processes

- Reconsideration and appeal processes remain unchanged
- Standard submission requirements and review timelines continue to apply

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