

Updates to Patient Responsibility Information on the RA/EOP

July 9, 2026

Neighborhood has received feedback from providers regarding how patient responsibility amounts are displayed on the Remittance Advice/Explanation of Payment (RA/EOP), particularly for members who are eligible for both Medicare and Medicaid.

To improve clarity, Neighborhood has updated the RA/EOP format to display Medicare and Medicaid co-payment and coinsurance amounts in separate columns.

The updated RA/EOP will include dedicated columns for:

- **Medicare Copay / Coinsurance**
- **Medicaid Copay / Coinsurance**

This enhancement is intended to help providers more easily identify and understand how cost-sharing amounts are reflected on the RA/EOP.

Please note that this is a formatting change only. It does not affect claim adjudication, reimbursement, or member cost-sharing requirements.

Plan Name: Integrity for Duals **Members are not responsible for any Medicare Copay/Coinsurance unless they are in a deeming period.**

Member ID: [REDACTED]					Patient Name: [REDACTED]				Claim ID: [REDACTED]			LOB: INTEGRITY for Dual			
Patient Account #: [REDACTED]					Servicing Provider: [REDACTED]										
Line #	Date of Service	Procedure Code	Mod(s)	Units	Charged Amount	Allowed Amount	Denied Amount	Deduct. Amount	Medicare COPAY /Medicare COINS	Medicaid COPAY/ Medicaid COINS	OI Allowed	OI Paid	Payment	CP	EX Code
1	10/07/25-10/07/25	E0143	NU-KX	1.00	85.40	51.25	0.00	0.00	0.00/10.25	0.00/0.00	0.00	0.00	40.18	N	27 Direct Referral Sequstration 1185
1	10/07/25-10/07/25	E0143	NU-KX	1.00	85.40	0.00	0.00	0.00	0.00/0.00	0.00/0.00	0.00	0.00	0.00	N	1043 3032 1185
2	10/07/25-10/07/25	E0156	KX-NU	1.00	23.72	18.01	0.00	0.00	0.00/3.60	0.00/0.00	0.00	0.00	14.12	N	27 Direct Referral Sequstration
2	10/07/25-10/07/25	E0156	KX-NU	1.00	23.72	0.00	0.00	0.00	0.00/0.00	0.00/0.00	0.00	0.00	0.00	N	1043 3032
Interest Paid													0.00		
Withholds													0.00		
Claim Totals					109.12	69.26	0.00	0.00	0.00/13.85	0.00/0.00	0.00	0.00	54.30		

For **INTEGRITY for Duals** claims, the RA/EOP will also include an informational message near the plan name reminding providers that INTEGRITY for Duals members **are not responsible** for Medicare co-payments or coinsurance amounts, except during a member's deeming period.

Providers who receive paper RA/EOPs may also notice a new cover page. Because the RA/EOP detail pages are being updated to a landscape format, a portrait cover page has been added to help ensure the mailing address displays correctly in a window envelope. This cover page does not change the payment information included in the RA/EOP.

Neighborhood appreciates the feedback providers have shared and will continue working to make RA/EOP information clearer and easier to use.

Thank you for your continued partnership.