
Important Medical and Behavioral Health Claim Updates

July 31, 2026

Neighborhood Health Plan of Rhode Island (Neighborhood) has identified two separate issues affecting certain medical and behavioral health claims. Details regarding each issue are provided below.

Medical Nurse Practitioner Claim Reimbursement

As a result of this issue, certain claims were reimbursed using the updated nurse practitioner reimbursement methodology before the August 15, 2026 effective date communicated in our [June 15, 2026 provider notice](#).

Neighborhood is correcting the issue and will automatically reprocess affected claims at the appropriate reimbursement rate. Providers can expect those claims to be reprocessed in the next 1-2 weeks. There is no need to submit corrected claims or take any additional action.

The updated nurse practitioner reimbursement methodology remains effective **August 15, 2026**, as previously communicated.

Behavioral Health Claim Processing Issue

Neighborhood is also aware of a separate issue that may have caused certain behavioral health claims submitted by nurse practitioners across all lines of business to be denied or previously paid claims to be retracted incorrectly. Neighborhood is actively investigating this issue and will provide additional information as it becomes available.

We apologize for any inconvenience and appreciate your patience as we work to resolve these issues.