

Claims Processing Issue: Incorrect Duplicate Claim Denials

October 15, 2026

Neighborhood Health Plan of Rhode Island (Neighborhood) has identified a claims processing issue which resulted in certain claims being incorrectly denied as duplicate. This issue may have affected claims processed during payment cycles occurring between **September 29 and October 8, 2026, across all lines of business.**

Neighborhood is reviewing potentially impacted claims to determine whether they were re-processed correctly. Claims identified as having been incorrectly denied will be reprocessed, with any necessary payment adjustments expected to be completed by **October 29, 2026**. No action is required from providers at this time.

If you believe a claim was incorrectly denied as a duplicate and remains unresolved after October 29, please submit a [claim adjustment request](#) through the standard process.

Providers may begin seeing payment adjustments in upcoming payment cycles. **Please note that not all claims denied as duplicates during this period were impacted by this issue.**

We apologize for any inconvenience this may have caused and appreciate your patience as we work to resolve the issue.