



Provider Manual Update

Summary of Changes for July 1, 2021

1. **All references to *DMEnsi*on have been removed and replaced with *Integra Partners*.**
 - Effective July 1, 2021, Neighborhood's Durable Medical Equipment Prosthetics Orthotics and Supplies (DMEPOS) vendor transitioned from *DMEnsi*on to *Integra Partners*.
2. **Updated Provider Quick Reference Guide on pages 7-8.**
3. **Section 2: Member Services and Benefits**
 - **Page 14:** Revised section formerly entitled "How to Request Member Site Changes," with new title, "How to Request a PCP Change for a Member."
 - ◊ The new process and accompanying *PCP Change Form* eliminates the "head of household" signature requirement and permits a representative from the provider's office to submit a request to change a PCP on behalf of the member.
4. **Section 4: Billing and Reimbursement Procedures**
 - **Page 32:** New language added under "Professional and Facility Industry Standard Coding Requirements" to document the industry standard coding criteria and protocols used by Neighborhood.
 - **Page 34:** Removed option of the PECRemittance@nhpri.org email to request duplicate remittance advice (RA) statements and inserted guidance to complete the "Application for Duplicate Remittance Advice (RA) Statement" form.
 - **Page 38:** Added an email address as an option to submit Provider Claim Disputes and/or provider-initiated appeals. Providers can securely email documents to GAUMailbox@nhpri.org, instead of mailing.
5. **Section 9: Credentialing and Standards of Care**
 - **Page 73:** Removed the following sentence under "Credentialing and Re-credentialing;" *Before a provider's contract can become effective in Neighborhood's network, Neighborhood's Clinical Affairs Committee (CAC) must approve his/her application.*
 - **Page 74:** Revised the definition of a complete credentialing application and updated the list of eight (8) required documents.
 - **Page 75:** Noted additional documentation requirement for credentialing, as applicable.
 - **Pages 75-76:** New language added to list the credentialing criteria that is primary sourced verified prior to the decision rendering date. This criteria was always part of the credentialing process, but was formerly only published internally.
6. **Section 13: Neighborhood INTEGRITY (Medicare-Medicaid Plan)**
 - **Page 106:** Revised "Provider Education and Training" section to include updated language and new website link.