Improved Process for Requesting Adjustments to Multiple Claims

October 1, 2021

Neighborhood Health Plan of Rhode Island (Neighborhood) is continuously aiming to make doing business with us easier. This past year, Neighborhood prioritized improving the process for providers to request adjustments on multiple claims. In order to effectively dedicate resources to this process improvement, Neighborhood created an internal workgroup and even engaged with some of our participating provider office personnel to redesign the existing claim adjustment "grid" process.

Beginning in September, a new online submission option was launched for multiple claim adjustments via electronic form (eForm). The new eForm process saves time, ensures necessary information is complete, and gives users immediate confirmation of their submission.

> **You spoke and Neighborhood listened!**
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> - *Submit adjustments for multiple claims using the new, online eForm technology. Save time and receive immediate confirmation with the Grid eForm!*

Based on positive user feedback, Neighborhood will require exclusive use of the eForm for multiple claim adjustments effective December 1, 2021[*].

eForms are preferred by Neighborhood providers and also support our organizational efforts to become paperless. Adjustment requests for singular claims have been submitted via eForm for over two years and we are excited to align the methods for both singular and multiple claim adjustment requests.

If you have any questions on Neighborhood's claim adjustment procedures, please call Neighborhood's Provider Services department at 1-800-963-1001. Providers can use NaviNet to look-up the status of a claim. For more information and links to the eForms, please go to the provider "Forms" section of our website.

Thank you for your continued partnership and dedication to providing quality healthcare to our members.

[*] If you are a Neighborhood provider that utilizes a billing agency, please notify them as soon as possible of the requirement to utilize eForms for all claim adjustments (single and multiple).

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