

Updated Timeframes for Claim Submission and Review Processing

November 1, 2021

Neighborhood Health Plan of Rhode Island (Neighborhood) is revising its current claim processing policy regarding submission timeframes and requirements. This policy applies to all participating providers for all lines of business for initial claims submissions for dates of service on/after January 1, 2022. In addition, this policy applies to all participating providers for adjustments and reconsiderations for all lines of business submitted on/after January 1, 2022.

Initial Claim Submission

Neighborhood defines a complete (clean) claim as a claim or invoice for payment of healthcare services rendered. Clean claims are submitted via approved CMS claim forms or electronic formats with all required fields completed fully and accurately.

- Clean claims must be received by Neighborhood within one hundred eighty (180) days from the date of service, unless otherwise specified by the applicable participating provider agreement.

Corrected Claims

Submitting a corrected claim may be necessary when the original claim was submitted with incomplete information (e.g., procedure code, date of service, diagnosis code). Providers must complete a **Corrected (Replacement)/Voided Claim Request Form** for accurate processing of corrected (replacement) and voided paper claims.

- Claims must be resubmitted with all appropriate information within one hundred eighty (180) days from the date of service.

Claim Adjustment

Providers may request to have an adjustment made to a previously processed claim for reasons such as, but not limited to, coordination of benefits or payment modifications. Adjustment requests must be submitted electronically using Neighborhood's **Adjustment Request** electronic form (eForm).

- Adjustment requests of a previously adjudicated claim must be submitted within sixty (60) days from the date on the initial remittance advice (RA) statement.

Providers may also request an adjustment to a claim that has denied for timely filing if there is proof (e.g., RA, Explanation of Benefits, or other communication confirming the claim was denied and not paid) that the provider billed another health insurer or the member within 90 days of the date of service.

- Adjustment requests for timely filing must be submitted within sixty (60) days from the date on the RA statement of the other health insurer (or other proof).

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Claim Reconsideration

A reconsideration is a review, with medical notes, of a claims payment decision. Providers must complete a **Reconsideration Request Form** and submit it with the necessary documentation.

- Claims reconsideration requests must be submitted within sixty (60) days from the date on the initial RA or within 60 days of an adverse determination of an adjustment request.

All applicable Neighborhood documents and publications, such as the Provider Manual and website, will be updated to reflect the above changes for January 1, 2022. Below is a summary of the new timeframes:

Claim/Review Stage	Submission Timeframe as of 1.01.2022	Neighborhood Process
Initial Claim	Within 180 days from the date of service	N/A
Corrected Claims	Within 180 days from the date of service	Corrected (Replacement) / Voided Claim Request Form
Adjustment Requests - Previously adjudicated claim	Within 60 days from the date on the initial RA	Adjustment Request eForms
Adjustment Requests - Timely filing	Within 60 days from the date on the RA of the other health insurer (or other proof).	Adjustment Request eForms
Claim Reconsideration	Within 60 days from the date on the initial RA <u>or</u> within 60 days of an adverse determination of an adjustment request.	Reconsideration Request Form

Thank you for your continued partnership as a contracted provider with Neighborhood.

If you have any questions about this notice, please call Neighborhood Provider Services at 1-800-963-1001.

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Note: This notice was mailed via USPS to all contracted providers and sent via email to all providers registered for "Neighborhood News" on November 1, 2021. If you would like to receive News and Updates from Neighborhood via email, please [click here](#) to sign up for "Neighborhood News."