

## ***Reinstatement of Temporary Telemedicine/Telephone-Only Payment Policies for Neighborhood Health Plan of Rhode Island***

January 28, 2022

Neighborhood Health Plan of Rhode Island (Neighborhood) is grateful to our network providers for the care and response provided to our members during the COVID-19 pandemic. Although some circumstances in the public health emergency have improved, Neighborhood continues to evaluate ways we can improve access to care for our members and reduce administrative burden for our providers. Recently, Neighborhood received feedback from our provider community regarding the [Telemedicine/Telephone Payment Policy](#) that went into effect on January 1, 2022. Although Neighborhood was seeking to implement permanent guidance regarding services delivered via telemedicine/telehealth, specifically telephone-only, we are effectively delaying the guidance until further notice.

**Effective immediately, Neighborhood is reinstating the billing guidance outlined in the following Neighborhood temporary COVID-19 payment policies:**

- [Temporary COVID-19 Telemedicine/Telephone-only Preventive Medicine Visits](#)
- [Temporary COVID-19 Telemedicine/Telephone-only Services](#)
- [Telemedicine Services Payment Policy](#) (*created on December 31, 2018 as a provider billing resource prior to the COVID-19 public health emergency*)

Please note that the [Telemedicine/Telephone Payment Policy](#) is now published on Neighborhood's [Billing Guidelines and Payment Policies Archive](#) webpage.

**If you submitted claims to Neighborhood according to the guidance outlined in the [Telemedicine/Telephone Payment Policy](#), please submit corrected claims as directed in Neighborhood's "Temporary COVID-19 Telemedicine/Telephone-only Preventive Medicine Visits" and "Temporary COVID-19 Telemedicine/Telephone-only Services" payment policies.**

Neighborhood sincerely apologizes for any confusion this may have caused. We have updated all guidance on our [Billing Guidelines and Payment Policies](#) webpage, the [Billing Guidelines and Payment Policies Archive](#) webpage, and dedicated [COVID-19 Provider Guidance](#) webpage. Neighborhood will give our provider network a minimum thirty (30) days' notice regarding the retirement of the above cited temporary COVID-19 telemedicine/telephone-only payment policies.

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