| Title: | Claim Adjustment Grid Process | | |
|---|---|---|---|
| **ADJ_54** | | **Department:** | CLM |
| **Effective Date:** | 04/14/2017 | | |
| **Review Date:** | 04/13/2017, 03/26/2018, 03/27/2018, 03/28/2018, 04/02/2018, 04/03/2018, 04/16/2018, 04/17/18, 04/18/2018, 8/29/19, 9/17/19, 10/2/20, 3/4/21, 3/30/21, 9/23/21, 1/24/22 | | |
| **Revision Date:** | 03/26/2018, 03/27/2018, 03/28/2018, 04/02/2018, 04/03/2018, 04/16/2018, 04/17/18, 04/18/2018, 8/29/19, 9/17/19, 11/20/20, 5/12/21, 1/24/22 | | |
| **Purpose:** | | | |
| To provide an efficient process for requesting adjustments to multiple claims | | | |

➢ *How to Submit a Claim Adjustment Grid*
- Access the electronic Neighborhood Health Plan of Rhode Island Claim Adjustment Grid (Note: Google Chrome is the recommended browser)
    o From the home page on the Neighborhood website, click on the "Providers" tab at the top of the screen
    o In the bulleted list, click "Provider Resources"
    o Click Forms/Claim Adjustments/Submitting a Claim Adjustment Grid via eForm
    o Click the link for the applicable line of business
- 
- Provide the requester's information on the form, then complete all fields for the claim. Click the ⊕ icon at the end of the row to add another line for claim adjustment.
- Submit up to fifty (50) claims per grid.
    o Grid submissions are for only for adjustments; Please use the NaviNet website to check claim status.
- Check the "I'm not a robot" Captcha box.
- Click the "Review" button. If there are any errors, they will be identified at the top of the page as well as next to each affected field. Correct the errors and click "Review" again.
- On the Review page, ensure that everything is accurate, then click "Submit."

➤ *What happens after a grid is submitted?*
- Once Neighborhood has accepted a grid, the submitter will receive an acknowledgment e-mail, including an issue ID number, within forty eight (48) hours.
  - If a grid is not accepted, the acknowledgment will include an issue ID number and the reason(s) for rejection.
- Completed grids are returned to the submitter via secure e-mail, with the "Final Outcome" column updated, within thirty (30) calendar days of the acknowledgment e-mail.

➤ *How to obtain the status of a grid*
- If a grid has not been returned by the estimated completion date (as indicated in the acknowledgment email), please e-mail claimresubmission@nhpri.org with the applicable issue ID number on the subject line.

➤ *Questions regarding a grid response?*
- For clarification of a grid response, please "Reply All" within thirty (30) calendar days (excluding weekends and holidays) of receipt of the determination e-mail sent by the Neighborhood representative who completed the grid.