
Revised Neighborhood Health Plan of Rhode Island Payment Policy for Physical and Occupational Rehabilitation Services

February 1, 2022

Neighborhood Health Plan of Rhode Island (Neighborhood) has recently revised its Physical and Occupational Rehabilitation Services Payment Policy to include the following clarification regarding ordering/referring providers for outpatient therapy services:

- Members must receive an order for outpatient therapy services from their primary care provider (PCP) or treating physician that is separate and distinct from the practice providing therapy. The ordering/referring provider must be documented in the member's medical record, as well as, noted in Box 17 (referring provider) on the claim.

The changes are noted in the “Prerequisites” section of the revised [Physical and Occupational Rehabilitation Services Payment Policy](#) and will be effective for dates of service on/after April 1, 2022 for all Neighborhood lines of business.

- In order to avoid any disruption to your claims payment, please comply with the ordering/referral requirements no later than April 1, 2022.

The revised policy, effective April 1, 2022, is published on the [Billing Guidelines and Payment Policies](#) webpage, alongside the current policy (effective through March 31, 2022). The [Billing Guidelines and Payment Policies Archive](#) webpage will be updated after March 31, 2022.

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

The above information was sent in a formal notification to all Neighborhood contracted providers via USPS on January 28, 2022. To receive important news and information via email on matters such as new initiatives, policy changes, and more, please [click here](#) to register your email address.