

## ***Improved Process for Claim Reconsideration Requests***

April 1, 2022

Neighborhood Health Plan of Rhode Island (Neighborhood) is continuously aiming to make doing business with us easier. Over the last year, Neighborhood's claims department has worked to improve existing claims review processes. Recently, a new online submission option was created for claim reconsideration requests via electronic form (eForm). eForms are preferred by Neighborhood providers and also support our organizational efforts to become paperless.

### ***Efficient – Effective – Easy!***

The new Claim Reconsideration Request eForm saves time, ensures necessary information is complete, and gives users immediate confirmation of their submission.

- **Based on positive user feedback, Neighborhood will require exclusive use of the eForm for claim reconsideration requests beginning June 1, 2022.**

A claim reconsideration is a review, with medical notes, of a claims payment decision.

- Unless a provider's contract with Neighborhood states otherwise, claim reconsideration requests must be submitted within sixty (60) days from the date on the initial remittance advice (RA) or within 60 days of an adverse determination of an adjustment request.

The reconsideration request must include the applicable RA for the claim, as well as, medical notes. The electronic reconsideration request process is not intended for corrected or adjusted claims, nor is it to obtain status updates on prior submissions. Providers can use NaviNet to look-up the status of a claim.

**After June 1, 2022, Claim Reconsideration Requests submitted to Neighborhood via email, mail, and/or fax, will not be processed.** If you are a Neighborhood provider that utilizes a billing agency, please notify them as soon as possible of the requirement to utilize the Claim Reconsideration Request eForm. An [instructional document](#) for the Claim Reconsideration Request eForm and the [eForm](#) can be found on the Neighborhood website.

If you have any questions on Neighborhood's claim review procedures, please call Neighborhood's Provider Services department at 1-800-963-1001.

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

**The above information was sent in a formal notification to all Neighborhood contracted providers via USPS on March 30, 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.**