



## Annual Provider Manual Update

### Neighborhood News – January 2023

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*Neighborhood's Provider Manual is designed to guide our contracted providers in working with us and supplements your Participating Provider Agreement with Neighborhood.*

Neighborhood's Provider Manual was reviewed by all relevant internal business areas and revised for 2023, to include any applicable updates on current procedures or to detail existing processes that were formerly not documented. Please see below for a summary of changes to the 2023 Provider Manual. Note, this list is not exhaustive and we recommend reviewing the [2023 Provider Manual](#) in-full.

#### **Section 4: Billing and Reimbursement**

- **Neighborhood Claim Submission Standards:** Guidance for professional and institutional claims, see page 24.
- **Industry Standard Coding Requirements:** Additional requirements added, see pages 24-25.
- **Provider Claim Disputes:** Updated guidance in Section 4, see pages 37-38.

#### **Section 5: Authorization Process and Medical Management**

- **Adverse Determinations (Denials):** New guidance for Peer-to-Peer Review, see page 51.

#### **Section 7: Pharmacy**

- **Coverage Limitations:** Updated general pharmacy/formulary provisions pertaining to covered individuals, see pages 65-66.
- **Pharmacy Providers Dispense Medicaid Rebate-able Drugs Only:** Updated guidance for medical pharmacy benefit claims, see page 66.
- **Generic First:** Updated provision regarding access to a recently released generic product, see page 67.
- **Non-formulary Exception Process and Prior Authorization Process:** Guidance for submitting non-formulary exception requests, see page 68.
- **Oncology Reviews:** Clarified basis/scope for review, see page 71.
- **Specialty Pharmaceuticals:** New information regarding limited specialty pharmacy network, see page 71.

#### **Section 8: Provider Information**

- **Provider Concierge Services:** New information added, see page 77.

#### **Section 10: Compliance and Fraud, Waste, and Abuse**

- **Onsite Audits:** Updated on-site audit guidelines, see page 90.