

Form CMS-1500 Requirements for Neighborhood – Clarification

February 20, 2023

Neighborhood Health Plan of Rhode Island's (Neighborhood) Provider Manual was updated on January 1, 2023, to align with Form CMS-1500 requirements (see [Chapter 26, Completing and Processing Form CMS-1500 Data Set](#)). Unfortunately, Neighborhood's processing procedures did not completely align with the January 1st revision and resulted in returns of some CMS-1500 paper claims. Neighborhood wants to take this opportunity to apologize for any confusion this has caused.

Neighborhood's processes are now completely updated. In addition, in an effort to further clarify the requirements of CMS-1500 paper claim submissions to Neighborhood, please see the specific changes highlighted below (in red), also now reflected in Neighborhood's Provider Manual.

Item	Heading	Instruction
3*	Patient's Date of Birth (MM/DD/CCYY) and Sex	Required
11a	Insured's Date of Birth (MM/DD/CCYY) and Sex	Required, if applicable
12	Patient or Authorized Person's Signature/Computer-generated Signature <u>and</u> Date (MM/DD/YY, MM/DD/CCYY, or alpha-numeric) or Signature on File/Authorized Signature on File/SOF is acceptable without a date	Required
14	Date of Current Illness, Injury, Pregnancy (LMP) (MM/DD/YY)	Required, if applicable
15	Other Date and Qual. (MM/DD/YY)	Required, if applicable
24a	Date(s) of Service, From and To (MM/DD/YY)	Required

*Item 3: Although the Form itself states the patient's birth date year as "YY" (two-digit), it must be entered as "CCYY" (four-digit).

After March 20, 2023, paper claims submitted/received not in compliance with the requirements noted above and in Neighborhood's Provider Manual, will be returned to the sender. If you work with a billing clearinghouse for claim submissions, please share this guidance accordingly.

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- Neighborhood has partnered with ABILITY to offer our network providers a way to submit claims electronically – free of charge for all Neighborhood claims**. By registering with ABILITY (claims clearinghouse), you can increase your practice's efficiency and get paid faster. Sign-up today by sending the information below via secure email to: abilityinfo@nhpri.org. For more information on electronic claim submission, please visit [Neighborhood's Claims and Eligibility webpage](#).

**At this time, Neighborhood is unable to accept electronic claims when Neighborhood is the secondary payer.

Thank you for your prompt attention to this matter.