

Improved Process for PCP Change Requests

February 1, 2023

Neighborhood Health Plan of Rhode Island (Neighborhood) is continuously aiming to make doing business with us easier. Over the last year and a half, Neighborhood has streamlined the process for providers to submit a PCP change on behalf of a Neighborhood member. Recently, a new online submission option was created for PCP change 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 PCP Change 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 PCP change requests beginning April 1, 2023.**

The new **PCP Change eForm** is a “smart form” so a user only needs to enter the new provider’s NPI number and the PCP name and location(s) will automatically populate. Likewise, by entering a member’s ID number and date of birth, the rest of the member’s information will automatically populate in the eForm.

Member Information (Required)

Member information will populate after entering Member ID# and DOB

Neighborhood Member ID #	Member DOB (mm/dd/yyyy)	Date of Service (mm/dd/yyyy)	Member Name	Member's Plan Name	Active
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Providers can add as many as 3 members in a single submission. Just click the  symbol to add another row.

After April 1, 2023, PCP change requests submitted to Neighborhood via email, mail, and/or fax, will not be processed. Save time and ensure your submission is complete and received by using the PCP Change eForm. All Neighborhood forms can be found on our Neighborhood website via the following path:

www.nhpri.org/providers → [Provider Resources](#) → [Forms](#)

The **PCP Change eForm** can be used by providers with a closed panel who are willing to accept an established patient’s sibling. After submitting the PCP Change eForm, providers will receive an email confirming their submission and can verify the request was completed in NaviNet after one business day. If you have any questions on the PCP Change eForm, please call Neighborhood’s Provider Services department at 1-800-963-1001.

The above information was sent in a formal notification to all Neighborhood contracted providers via USPS before/on February 1, 2023. 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](#).