



Claim Submission Reminders for Providers and Billers

Neighborhood News – July 2023

1. Neighborhood Health Plan of Rhode Island (Neighborhood) uses technology to scan paper forms and eliminate keystroke errors. All new and corrected paper claims must be submitted on original (not photocopied) print versions of the industry standard CMS-1500 and CMS-1450 (UB-04) forms, as they are printed in special optical character recognition (OCR)-scannable red ink.
2. Claim forms must not contain any handwritten elements, stamps, correction fluid, or staples.
3. Data entered on the claim form must be properly aligned and fall completely within the applicable text fields. Data that is misaligned or ghosted elsewhere on the form is systematically recognized as an error and will result in the claim being returned to the sender for correction.
4. The member name on the claim form must match the member name as it appears on the Neighborhood insurance card. This verification will help to ensure timely and accurate processing of all clean claim submissions.
5. It is not necessary to provide a W-9 form with a claim unless it is the first time a claim is submitted to Neighborhood on a provider's behalf. **Please note that the W-9 must be signed and dated within six (6) months of the request.**
6. New and corrected claims may also be submitted via an Electronic Data Interchange (EDI) 837(X) transaction. This methodology allows the submissions to be handled systematically, affording a more accurate and timely outcome.

Neighborhood has partnered with **Inovalon (formerly known as ABILITY)**, a claims clearinghouse, to offer our network providers a way to submit all Neighborhood claims electronically, **free of charge**. Inovalon can also be used by Neighborhood providers for other payers, however, there will be a charge assessed for those submissions.

To sign up for the Inovalon service, please send the following information via secure email to abilityinfo@nhpri.org:

- Name
- Full Address (including city, state and ZIP code)
- Phone Number
- NPI (group and/or rendering)
- Tax ID