



Update: EOHHS Guidance on Preventive Care Visits

Neighborhood News – July 2023

In May 2020, the Rhode Island Office of the Health Insurance Commissioner and Medicaid [Program issued guidance](#) permitting preventive care visits to be conducted in two parts: one via telemedicine and the other in person, during the COVID-19 public health emergency (PHE).

Please be advised that as of May 12, 2023, this aspect of the guidance is no longer applicable. Preventive care visits can no longer be split into separate telemedicine and in-person components for the purpose of billing.

The original guidance was issued in response to social distancing measures and recommendations, allowing for the components of preventive medicine (evaluation and management) to be conducted on two separate dates of service.

Moving forward, please ensure that all preventive care visits are conducted either entirely in person or via telemedicine, in line with the normal billing practices prior to the pandemic.

We appreciate your understanding and cooperation with this change. As always, Neighborhood Health Plan of Rhode Island (Neighborhood) remains committed to supporting our providers and ensuring our members receive high-quality, necessary care.

If you have any questions or require additional clarification, please contact Neighborhood's Provider Services at 1-800-963-1001.

Thank you for your continued partnership.