

Radiology Services Appeal Process Change

August 1, 2023

Neighborhood Health Plan of Rhode Island (Neighborhood) is implementing an important change regarding the high-end radiology services appeal process for INTEGRITY (MMP) members.

Effective **October 1, 2023**, high-end radiology appeal requests will no longer be processed by Neighborhood's radiology vendor eviCore. All MMP appeal requests for high-end radiology services will be processed by Neighborhood's Grievances and Appeals Unit.

To file an appeal for the high-end radiology for MMP line of business, submit your requests via standard mail to:

Neighborhood Health Plan of Rhode Island
Attn: Grievance and Appeals Unit
910 Douglas Pike
Smithfield, Rhode Island 02917

Fax appeals will be submitted to 401-709-7005.

Any inquiries regarding the status of your appeal, please contact Neighborhood's Provider Services Department at 800-963-1001.