

## Claims Corner

### Neighborhood News – October 2023

#### Check Submissions for Overpayments

Please do not send unsolicited checks to Neighborhood Health Plan of Rhode Island (Neighborhood) for overpaid claims. Providers should request a claim adjustment via e-form on the [Neighborhood website](http://nhpri.org) (nhpri.org > Provider Resources > Forms), which may be submitted without being subjected to timely filing limits.

#### Claim Submission Reminders for Providers and Billers

1. 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.
2. 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.**
3. 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.

#### Current Forms

Please remember to use the most current request forms available on our website. Provider request forms are available in the “Forms” section of the [Provider Resources menu](#) on the Neighborhood website. The Corrected (Replacement)/Voided Claim Request Form is writeable, so it can be typed online, printed, and submitted to Neighborhood. Claim Adjustment and Claim Reconsideration requests are only accepted when they are submitted electronically via the e-form on the Neighborhood website. Outdated and improperly submitted forms will be returned to the sender for correction.

The **Claim Form Finder**, located in the “Forms” section of the [Provider Resources menu](#) on the Neighborhood website, can help to determine which form must be completed and submitted to Neighborhood, along with additional information related to the submission of each form.

#### Electronic Claim Submission

As a reminder, effective August 1, Neighborhood has eliminated paper claims as a submission method for claims that do not require an attachment. Claims submitted improperly will be returned to the provider to submit electronically.

Reducing paper claim submissions supports Neighborhood's continuous efforts to increase operational efficiency and ensure accurate processing of claims. In addition, electronic claim submissions allow providers to get paid faster and reduce expenses related to purchasing claim forms, ink, envelopes, and postage.

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 **Inovaloninfo@nhpri.org**:

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

**For electronic submissions, use the proper payer ID for the applicable line of business:**

- Medicaid Claims Payer ID 05047
- Exchange/Commercial and INTEGRITY (Medicare-Medicaid Plan) Claims Payer ID 96240