

Neighborhood Postpones Transition of Claim Processing for Commercial Line of Business

Important Update

September 6, 2023

Neighborhood Health Plan of Rhode Island (Neighborhood) is temporarily postponing the claim processing platform transition for its Commercial line of business. The transition, originally scheduled to take effect on October 1, 2023, is **delayed until further notice** as Neighborhood continues reconfiguration and testing of its system. This delay includes all changes specified in our [August 1, 2023 provider notification](#).

Once completed, Commercial claims will be processed through the same platform currently used for Neighborhood's Medicaid line of business. Neighborhood is confident this update will provide a more efficient process that significantly reduces administrative tasks and increases the accuracy and timeliness of claim payments.

Any additional updates regarding the platform transition will be shared as soon as they become available. Providers will be given 60 days' notice of the new implementation date. Please be assured Neighborhood's focus is to continue to process claims accurately and in a timely manner.

If you have any questions regarding this communication, please contact Neighborhood's Provider Services at 1-800-963-1001 or visit the [News and Updates section](#) of our website.

Neighborhood appreciates your patience and understanding as we navigate this process. We apologize for any confusion or inconvenience this delay may have on your practice.