

Notice of Electronic Claim Submission Requirement

Neighborhood News – October 2023

Effective August 1, 2023, Neighborhood Health Plan of Rhode Island (Neighborhood) eliminated paper claims as a method of claim submission for all lines of business. This requirement only applies to claim submissions that **do not require an attachment**.

Claims with any type of attachment, including but not limited to the following, must still be submitted in paper form:

- Explanation of Benefits (EOB)
- Medical records
- Invoices
- Single case agreements

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

Neighborhood appreciates your prompt compliance with the above requirement. If you have any questions regarding claim submission or this communication, please contact Neighborhood's Provider Services at 1-800-963-1001.