

Reinstatement of PCP Requirement for Select Services

January 1, 2024

Neighborhood Health Plan of Rhode Island (Neighborhood) is informing providers of a significant policy change that will impact care for Medicaid and Commercial members. Effective **March 1, 2024**, Neighborhood will revert to pre-pandemic requirements concerning primary care services. These requirements, initially lifted on April 1, 2020 in response to the COVID-19 Public Health Emergency, are now being reinstated.

This change mandates that the following services must be conducted by the member's assigned primary care provider (PCP):

- Adult Routine Office Visits
- Pediatric Preventive Care
- Pediatric Autism Screening
- Pediatric Development Screening
- Behavioral Health Management
- Fluoride Varnish
- Some Immunizations and Vaccines
- After-Hours Care

Guidance for Providers

It is imperative that providers verify that Neighborhood members have an assigned PCP, or covering provider, within their practice prior to providing the services listed above. Claims for services provided by a PCP who is not assigned as the member's PCP, or covering PCP, will be denied with the message code "Service Must Be Rendered by Member's PCP."

If patients wish to designate a PCP within your practice, providers should complete the [PCP Change Form](#). Members can contact Member Services to request the change. Further guidance, as well as details regarding the policy, are available in the [Provider Manual](#) or in the [Physician Services Payment Policy](#).

We appreciate your attention to this update and your continued commitment to providing quality care to our members. If you have any questions, please contact Provider Services at 1-800-963-1001.