

Reminder: Process for Terminating a PCP

February 1, 2024

Neighborhood Health Plan of Rhode Island (Neighborhood) is reminding providers of the necessary steps when terminating a primary care provider (PCP) from a contracted group, entity, location, or overall participation in the Neighborhood network.

To complete this process, the electronic form (e-form) titled “[Terminate a Provider from a Currently Active Location/Practice or Network](#)” **must be filled out accurately and in its entirety**. Doing so ensures a smooth, timely transition for the provider and maintains continuity of care for the patient.

Beginning from the [Providers section](#) of the Neighborhood website, click on “[Update Your Information](#)” located in the righthand menu. Once on that page, select the e-form from the list. Under the section titled "Provider Specialty at this location," select “PCP” and supply the following information:

- Name of provider assuming panel
- Provider National Provider Identifier (NPI)
- Specialty (Must match the provider’s PCP role)

The provider name and NPI are crucial for identifying who will be assuming the patient panel - that provider **must have an active participating role at the same location, and have the same or equivalent specialty**.

Please see the following table:

Figure 1: Provider Specialty Guidance

Specialty of Provider Leaving the Group	Specialty of Provider Assuming the Member Panel
Pediatrics	Pediatrics or Family Medicine
Internal Medicine	Internal Medicine or Family Medicine
Family Medicine	Family Medicine

If you have any questions regarding this notification, please contact Provider Services at 1-800-963-1001.