



Provider Manual Updates

2024

Below is a summary of recent changes to the [2024 Provider Manual](#).

March 1, 2024

Section 1: Introduction to Neighborhood Health Plan of Rhode Island

- **Quick Reference Guide:** Updated title of “Provider Claim Dispute & Provider-Initiated Appeal” form and e-form to “Provider Appeal” form and e-form.

Section 3: Complaints and Appeals:

- **Provider Claim Appeals (Administrative Appeals):** Updated title of section from Provider Claim Disputes to Provider Claim Appeals (Administrative Appeals) and updated section with language to align with January 1, 2024 notice: [“Requests for Claim Review; Reminders and New Terminology.”](#)

Section 4: Billing and Reimbursement:

- **Adjusted Claims:** Updated section with language to align with January 1, 2024 notice: [“Requests for Claim Review; Reminders and New Terminology.”](#)
- **Provider Claim Appeals:** Changed title of section from “Provider Claim Disputes” to “Provider Claim Appeals” and updated section with language to align with January 1, 2024 notice: [“Requests for Claim Review; Reminders and New Terminology.”](#)
- **Claim Reconsideration Request:** Updated section with language to align with January 1, 2024 notice: [“Requests for Claim Review; Reminders and New Terminology.”](#)

Section 5: Authorization Process and Medical Management

- **Retroactive Authorization Requests:** Updated section with language to align with January 1, 2024 notice: [“Requests for Claim Review; Reminders and New Terminology.”](#)