

Reminder: Claims Processing Policy for Modifier 25

Neighborhood News – April 2024

Neighborhood Health Plan of Rhode Island (Neighborhood) is reminding providers of the claims processing policy when appending Modifier 25 to an Evaluation and Management (E/M) claim. If denied due to the need for a medical note review, providers should submit supporting documentation through Neighborhood's [reconsideration process](#).

Modifier 25 is used when a significant separately identifiable E/M service is performed by the same physician or other qualified health care professional on the same day as a procedure or other services. **Modifier 25 should be used with E/M codes only and not appended to the surgical procedure code(s).**

Please note that when using any modifier, medical notes may be required to correctly process the claim. As per Neighborhood's [Modifier Payment Policy](#):

“Providers are reimbursed according to Neighborhood’s contracted rates. Claims are subject to claim edits that are updated regularly. Medical notes may be required on certain modifiers to determine medical necessity.”

If you have any questions regarding this notification, please contact the Provider Services team at 1-800-963-1001. For more information on Neighborhood's policies, visit the [Policies and Guidelines](#) section of our website.

Thank you for your continued partnership in delivering quality care to our members.