

Update to Provider Appeals Submission Process

Neighborhood News – April 2024

Neighborhood Health Plan of Rhode Island (Neighborhood) is communicating an important update regarding the submission process for [provider-initiated appeals](#). To enhance efficiency and ensure timely processing, Neighborhood will **no longer accept provider-initiated appeals submitted through the mail, effective June 1, 2024**. This adjustment is designed to streamline our processes and expedite the resolution of appeals.

Please note that the other methods for submitting provider-initiated appeals (i.e., online, email, or fax) are remaining in place. This change only affects paper mail submissions.

Submitting a Provider-initiated Appeal Online

To facilitate a provider appeal, please follow these steps:

1. Fill out the [Provider Appeal E-Form](#) on nhpri.org ([Providers](#) > [Provider Resources](#) > [Forms](#)).
2. Attach a copy of the denied claim or a clear reference to the denied claim and/or remittance advice.
3. Include specific supporting documentation that justifies why the denial should be waived or reconsidered.

Other Ways to Submit Provider-initiated Appeals

- **Email:** Appeals can be securely emailed to GAUMailbox@nhpri.org.
- **Fax:** Appeals can also be faxed to 401-709-7005.

We appreciate your understanding as we implement this change. Neighborhood's goal is to manage your appeals more efficiently, ensuring that we continue to provide a high level of service with timely resolutions.

If you have any questions or require further assistance, please contact Provider Services at 1-800-963-1001.