

## Update to Provider Appeals Submission Process

April 1, 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](http://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](mailto: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.

***Note: This notice was mailed via USPS to all contracted providers and sent via email to all providers registered for Neighborhood's news and updates on April 1, 2024. If you would like to sign up receive news and updates from Neighborhood via email, please [click here](#).***