

## Updated Terminology for Provider-initiated Appeals

### Neighborhood News – July 2024

As of **March 1, 2024**, claim disputes are now referred to as “**Administrative Appeals**.” This change is reflected in several Neighborhood materials and resources including:

- [Provider Appeal Form](#) (previously known as the “Provider Claim Dispute and Provider-Initiated Appeal Form”)
- [Claim Form Finder](#)
- [Quick Reference Guide](#)
- [Provider Manual](#)

A provider can submit an Administrative Appeal for Neighborhood to review and reverse a claim denial due to no authorization, adverse Reconsideration Request decision, or adverse Adjustment Request decision.

These administrative appeals must be filed to Neighborhood’s Grievances and Appeals Unit (GAU) within 60 days from the:

- Claim denial due to no authorization;
- Reconsideration request denial date; and/or
- Adjustment request denial date.

**Note: Administrative Appeals submitted without a prior claim denial for authorization, adverse adjustment request, or adverse reconsideration request will not be processed.**

To facilitate an Administrative Appeal, providers should submit a completed Provider Appeal Form ([nhpri.org/Providers](http://nhpri.org/Providers) > Provider Resources > Forms) to Neighborhood’s GAU, along with a copy of the denied claim/clear reference to the denied claim, and/or a remittance advice, as well as specific supporting documentation as to why the denial should be waived or reconsidered. Administrative Appeals can also be securely emailed to [GAUMailbox@nhpri.org](mailto:GAUMailbox@nhpri.org) or faxed to 401-709-7005.

If you have any questions regarding this communication, please contact Neighborhood’s Provider Services at 1-800-963-1001.

**Note: This notice was originally distributed on [January 1, 2024](#).**