

Changes to Provider Appeals Submission Process

October 1, 2024

Neighborhood Health Plan of Rhode Island (Neighborhood) is committed to improving efficiency for our provider partners. Effective **December 1, 2024**, two new forms will be available for providers submitting administrative appeals and clinical appeals. This change is designed to streamline submissions and ensure appeals are processed promptly and accurately.

Currently, providers can submit an administrative appeal or a clinical appeal using [one appeal form](#). Beginning **December 1, 2024**, this form will be replaced with two new forms:

- Provider Administrative Appeal Form
- Provider Clinical Appeal Form

Appeal Definitions and Submission Guidelines

Provider Administrative Appeal Form

Please note that a provider administrative appeal can only be submitted if a provider has **first submitted a claim adjustment request or claim reconsideration request**. If either of those requests are denied, an administrative appeal can then be submitted. These requests must be submitted to Neighborhood within 60 days from the date of the claim denial, reconsideration request denial, or adjustment request denial. Additional information on this process can be found in Neighborhood's [provider manual](#).

Provider Clinical Appeal Form

A clinical appeal is a request for review of an initial adverse clinical determination, such as services requiring prior authorization or those based on medical necessity. Providers should use this form in the following circumstances:

- Medicaid appeals (within 60 days of receiving the initial denial)
- Commercial/Exchange appeals (within 180 days of receiving the initial denial)
- INTEGRITY (MMP) appeals (within 60 days of receiving the initial denial/organization determination)

The new appeal forms will be available on the [Provider Forms](#) page of our website beginning **December 1, 2024**.

We appreciate your cooperation as we implement these changes. If you have any questions about this notification, please contact our Provider Services team at 1-800-963-1001.

Note: This notice was mailed via USPS to all contracted providers and sent via email on October 1, 2024 to all providers registered for Neighborhood's News and Updates. If you would like to be added to the distribution list, please [click here](#) to sign up.