

Process Update: Explanation of Benefit Adjustments

November 1, 2024

Effective **January 1, 2025**, providers submitting missing explanation of benefits (EOB) information must do so through the corrected claim submission process. EOB adjustments will no longer be accepted through the adjustment process. Adjustment forms submitted after January 1, 2025, will be returned.

Neighborhood Health Plan of Rhode Island (Neighborhood) began accepting electronic coordination of benefit (COB) claims, also known as secondary claims, as of May 27, 2024. COB occurs when a member is covered by more than one health insurance carrier (including medical, dental, and vision coverage). If a provider fails to include EOB information with a claim, an Adjustment Request Form can be submitted through **December 31, 2024**. As of **January 1, 2025**, the form can no longer be used for that purpose.

For more information on filing claims, please visit Neighborhood's [Claims and Eligibility Information webpage](#).

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 November 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.