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## Establishing and Managing Your EOP/RA Delivery and Direct Deposit

### Neighborhood News – January 2025

Neighborhood Health Plan of Rhode Island (Neighborhood) reminds providers to use the appropriate forms and email addresses for initiating, updating, or changing the delivery method for receiving explanation of payment/remittance advice (EOP/RA) statements, as well as setting up direct deposit.

#### Establishing or Changing EOP/RA Delivery and Direct Deposit Setup

Providers must complete the [Electronic Payment and Remittance Advice Application](#) to initiate or modify their preferences for receiving EOP/RA statements and to set up or change their bank information for electronic funds transfers (EFT). The completed form must be submitted via email to [eftproviders@nhpri.org](mailto:eftproviders@nhpri.org).

#### Duplicate EOP/RA Requests

Providers requesting duplicate copies of EOP/RA statements for the first time must complete an [Application to Request Duplicate Remittance Advice \(RA\) Statements](#). The completed form must be submitted via email to [pecremittance@nhpri.org](mailto:pecremittance@nhpri.org) to gain access to Neighborhood's secure self-service EOP/RA portal.

After the initial setup, providers will receive an email with a secure link to a portal with instructions to create an account to request future duplicate EOP/RA statements. For established users experiencing login issues or requiring assistance troubleshooting, email [EDIsupport@nhpri.org](mailto:EDIsupport@nhpri.org) for assistance.

Ensuring the correct forms and contact information are used will facilitate efficient processing of your requests related to payment and statement management.

If you have any questions about this notification, please contact our Provider Services team at 1-800-963-1001.