

Implementation of Transportation Payment Policy

Neighborhood News – April 2025

Neighborhood Health Plan of Rhode Island (Neighborhood) will be implementing a new [Transportation Payment Policy](#) effective May 1, 2025. This policy, designed to align with industry standards, provides details on Neighborhood's coverage for Emergency and Non-Emergency transportation services for **all lines of business**.

Please note that for dates of service on or after May 1, 2025, the following services are included in the transport and will be denied if billed separately:

- Oxygen
- Supplies
- EKG Services

We encourage all providers to review the new policy in full to ensure compliance and understanding of the coverage guidelines. The new Transportation Payment Policy can assist you in providing the necessary care to our members efficiently and effectively. Should you have any questions, please contact our Provider Services team at 1-800-963-1001.

Thank you for your continued partnership and dedication to the health and well-being of our members.