



New Provider Orientation

2025

Agenda

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About Us



Mission

Neighborhood Health Plan of Rhode Island (Neighborhood), an innovative health plan in partnership with Rhode Island Community Health Centers, secures access to high quality, cost-effective health care for Rhode Island’s at-risk populations.

Members

Neighborhood insures about 60 percent of “vulnerable” Rhode Islanders – those with low income, disabilities or other special needs. We are committed to a culture of caring and ensuring our members have access to the medical treatment and community services necessary within a culturally and linguistically appropriate setting to achieve health and wellbeing.

Member Plans

Medicaid

- High-quality plans for children, families, pregnant women and adults who are eligible for Medicaid through the State of Rhode Island.

Commercial Plans: For individuals and families and small businesses

- Commercial plans for individuals and families cover all of the essential health benefits at an affordable price. Some members may qualify for tax-credits to help cover some of the cost of their premium.
- Neighborhood offers a variety of plans for small businesses (2-50 employees).

Medicare-Medicaid Plan (MMP) INTEGRITY

- A high-quality health and drug plan for individuals who are eligible for both Medicare and Medicaid.



Member ID Cards



All Neighborhood members are assigned a primary care provider (PCP) displayed on the member's Neighborhood identification card.

- Primary care providers (PCP) must verify the member is assigned to the provider group and one of the group's participating PCPs to receive reimbursement for services rendered. Neighborhood encourages PCPs to verify member site assignment even if your practice is listed on the member's ID card.
- Provider office staff can request a PCP change on behalf of a Neighborhood member by completing a PCP Change Form. All provider forms are available on the www.nhpri.org website (Providers/Provider Resources/Forms).



Member Eligibility & Benefits



All providers should verify a member's eligibility when providing services to a member(s) who presents a Neighborhood ID card.

NaviNet

Neighborhood is contracted with [NaviNet](#) to provide online eligibility and claims status lookup 24/7.

- NaviNet users can view complete eligibility and primary care provider (PCP) history for Neighborhood members.
- For Neighborhood's Commercial/Exchange line of business, NaviNet displays benefit/cost-sharing information, such as co-pay, deductible, out-of-pocket and pharmacy spend.

Interpreter Services

- Language services for a Neighborhood member can be requested by using the Interpreter Request eForm (Providers/Provider Resources/Forms) available on www.nhpri.org.

Claims Submission



Neighborhood has partnered with claims clearinghouses [Change Healthcare](#), [Inovalon](#) (formerly known as ABILITY), [Waystar](#), and [Healthcare Revenue Cycle Solutions \(SSI\)](#) to offer providers a way to submit all Neighborhood claims electronically.

Claims that **do not require an attachment** must be filed electronically. All Commercial and Medicaid coordination of benefit (COB) claims, also known as secondary claims, must also be submitted electronically.

Claims **with any type of attachment**, including, but not limited to the following, must be submitted in paper form:

- Medical records
- Invoices
- Single case agreements

Electronic claims payer ID numbers:

- Commercial and Medicaid Claims: 05047
- MMP Claims: 96240

Paper claims can be mailed to:

Neighborhood Health Plan of Rhode Island
P.O. Box 28259
Providence, RI 02908-3700

Polices and Guidelines



Payment Policies and Billing Guidelines

- Updated regularly and are subject to change as State, Federal, CMS, AMA, and other industry standards change

Clinical Medical Policies

- Reviewed annually and updated accordingly based on a thorough review of current medical literature and standards of practice
- Include criteria for prior authorization requirements

Prior Authorization Search Tool

- Searchable by procedure/service code to obtain authorization information; the particular code will display with any authorization requirements

All of the above can be accessed via the following webpage:
<https://www.nhpri.org/providers/policies-and-guidelines/>

Access to Care



Appointment Availability

Access to healthcare is a critical measure of Neighborhood's mission to deliver high-quality, cost-effective health care for Rhode Island's residents. Neighborhood monitors its network for compliance with access standards during established business and after hours.

The medical accessibility standards are as follows:

Appointment Type	Medicaid	Commercial	INTEGRITY (MMP)
After-hours phone call	24/7	Within one hour of the member contacting the organization*	No specific regulatory requirement
Emergency care	Immediate or emergency facility	Immediate	Immediate
Urgent care	Within 24 hours	Within 24 hours	Immediate
Routine care	Within 30 calendar days	Within 30 business days*	Within 30 business days
Non-emergent, non-urgent, sick visit	No specific regulatory requirement	No specific regulatory requirement	Within 7 business days
Physical examination	180 calendar days	No specific regulatory requirement	Within 30 business days
Early and Periodic Screening, Diagnostic and Treatment (EPSDT)	Within 6 weeks	No specific regulatory requirement	No specific regulatory requirement
New member	30 calendar days	No specific regulatory requirement	No specific regulatory requirement

Provider Resources and Forms



Provider Manual

- Comprehensive resource to guide you in working with Neighborhood and supplements your participating provider Agreement with Neighborhood.
- Updated annually, at minimum, but may also be updated ad hoc.

Forms

- From administrative and claims forms, to prior authorization request forms; centralized webpage hosts all of the various forms necessary to do business with Neighborhood.

Quick Reference Guide

- Easily access the most frequently used Neighborhood webpages and resources, including contact information for all of our business areas and vendors.

Provider Resources Webpage: <https://www.nhpri.org/providers/provider-resources/>

Bookmark or save as a favorite today!

Partners and Programs



Neighborhood has vendor partnerships for the following services:

Behavioral Health

- Optum

Dental

- Delta Dental Rhode Island (Pediatric Medicaid only)

Durable Medical Equipment, Prosthetics, Orthotics and Medical Supply (DMEPOS)

- Integra Partners

Oncology-related drugs and/or treatment, Outpatient Radiology, and Physical Medicine

- Evolent

Pharmacy

- CVS Caremark

Next Steps



1. Complete your mandatory provider training

The mandatory [provider training](#) offers an overview of Neighborhood, including its plans, policies and procedures for providers, as well as, specific education for providers who serve INTEGRITY members. This training must be completed within 60 days of contracting.

2. Sign-up for email from Neighborhood

Registering your email for [Neighborhood News](#) will ensure you receive critical news and information on matters such as new initiatives, policy changes, and much more.

3. Keep your practice and provider information up-to-date

Neighborhood wants to ensure we have the most recent, accurate, and complete information regarding our participating provider partners and has made it easy for providers to [update your information](#) with Neighborhood. You can validate your current provider set-up by searching Neighborhood's [Find a Doctor](#) online provider directory.

Here for You



Provider Services

Provider Services (call center) is your first point of contact for any non-clinical inquiries, assistance with claims payment, and questions related to member benefits, eligibility, and prior authorization requirements.

Call Provider Services 1-800-963-1001, Monday through Friday, 8 a.m. to 6 p.m.

Provider Relations

Provider Relations (PR) is the key liaison for the provider with Neighborhood. Our job is to help you do business with Neighborhood and to make that interaction a positive experience. If necessary, Provider Services will escalate your matter to PR.