

Update to Secondary Claim Submission Timeframe

Neighborhood News – April 2025

Neighborhood Health Plan of Rhode Island (Neighborhood) is notifying the provider network of a change to the submission timeframe for secondary claims. Effective **April 1, 2025**, all secondary claims must be submitted within **180 days** from the primary payer's explanation of benefits (EOB) date, unless otherwise stated in the provider's Neighborhood contract. This requirement will align secondary claim submissions with the current process requiring a complete primary claim to be received within 180 days from the date of service, unless otherwise stated in the provider's Neighborhood contract.

Prior to **April 1, 2025**, contracted providers had up to 365 days from the date on the primary payer's EOB to submit claims for any secondary balances, unless otherwise stated in the provider's contract. As of **April 1, 2025**, secondary claims not submitted within 180 days from the primary payer's EOB will be denied for timely filing, unless otherwise stated in the provider's Neighborhood contract.

As a reminder, Neighborhood will only pay secondary claims for services that are considered covered benefits under a member's plan. Additionally, claims will be considered invalid and denied if they do not comply with the primary payer's guidelines.

This update ensures that Neighborhood can continue to process claims in a timely and efficient manner.

Thank you for your attention to this important update as we continue to streamline our processes to better serve our providers and members. For more information or if you have any questions regarding this update, please contact our Provider Services team at 1-800-963-1001.