

## Claims Corner

### Neighborhood News – July 2025

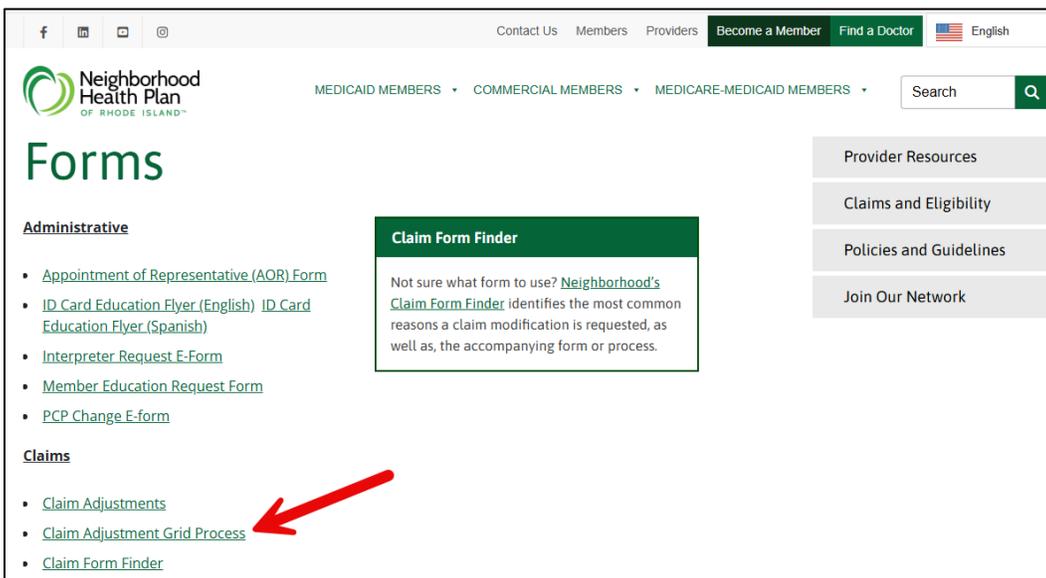
#### Claim Adjustments vs. Corrections

Please utilize the [Claim Form Finder](#) on the Neighborhood website to distinguish between the submission of a corrected claim and a claim adjustment. Claim modification requests submitted incorrectly will be returned to the sender.

Form to Submit	Reason
<a href="#"><u>Adjustment Request E-Form*</u></a> E-forms to request an adjustment for a single claim or multiple claims, by line of business	Adjustment of payment for over- or underpaid claim
	Incorrect payment or service denial, according to contract terms
	Retraction of payment
	Timely filing limit exceeded
<a href="#"><u>Corrected (Replacement) / Voided Claim Request Form</u></a>	Submission of supporting documentation, such as a single case agreement (SCA)

#### Claim Adjustment Grid Process

The instructions for [using and submitting claim adjustment grids](#) have been relocated on the Neighborhood website. You can now find them on the [Forms](#) page under the Claims section where all claim adjustment and adjustment grid information is conveniently housed in one place.



The screenshot shows the Neighborhood Health Plan website's 'Forms' page. At the top, there are navigation links: 'Contact Us', 'Members', 'Providers', 'Become a Member', and 'Find a Doctor'. Below the navigation is a search bar and a list of member types: 'MEDICAID MEMBERS', 'COMMERCIAL MEMBERS', and 'MEDICARE-MEDICAID MEMBERS'. The main heading is 'Forms'. Underneath, there are two main sections: 'Administrative' and 'Claims'. The 'Administrative' section lists several forms: 'Appointment of Representative (AOR) Form', 'ID Card Education Flyer (English) ID Card Education Flyer (Spanish)', 'Interpreter Request E-Form', 'Member Education Request Form', and 'PCP Change E-form'. The 'Claims' section lists: 'Claim Adjustments', 'Claim Adjustment Grid Process' (with a red arrow pointing to it), and 'Claim Form Finder'. A 'Claim Form Finder' pop-up box is overlaid on the page, containing the text: 'Not sure what form to use? Neighborhood's Claim Form Finder identifies the most common reasons a claim modification is requested, as well as, the accompanying form or process.'

## Provider Administrative Appeals

1. [Provider administrative appeals](#) may only be submitted to dispute a claim adjustment or reconsideration determination.
2. Provider administrative appeal requests must be submitted with the NPI number of the group or practice, *not* the individual practitioner's NPI number.
3. Requests pertaining to authorizations are not provider administrative appeals. Please use the [Claim Form Finder](#) for help determining the correct form to submit.
4. Provider administrative appeal requests submitted incorrectly will be returned to the sender.
5. Duplicate and triplicate appeals will not be accepted or responded to as Neighborhood will use the first appeal submission as the official request in these instances.