

## **Member Billing and Timely Claims Submission**

### **Neighborhood News – July 2025**

Neighborhood Health Plan of Rhode Island (Neighborhood) would like to remind providers that, other than allowable copayments, coinsurance, cost-shares, or deductibles for certain lines of business, providers may not bill, charge, or otherwise seek payment from Neighborhood members, either in full or in part, for services covered under their agreement with Neighborhood. This includes billing for missed appointments, which is not permitted.

Additionally, to ensure timely reimbursement, complete claims must be received by Neighborhood within one hundred eighty (180) days from the date of service, unless otherwise stated in the provider's contract. For the definition of a complete claim, providers should refer to the [Provider Manual](#) for detailed guidance.

Thank you for your continued partnership and commitment to delivering quality care to our members.