

New and Updated Neighborhood Payment Policies

Neighborhood News – July 2025

Maintaining current and accurate payment policies is a priority for Neighborhood. We know our provider network relies on policies to inform doing business with Neighborhood.

Please see below for a list of recent payment policy activity:

[Acupuncture Services Payment Policy](#)

Action: Reviewed June 20, 2025

Summary of Changes:

- Annual Policy Review
- Updated Coverage Exclusions to include Medicaid and INTEGRITY language.

Impacted line(s) of business: Commercial

[Assisted Living Payment Policy](#)

Action: Reviewed June 9, 2025

Summary of Changes:

- Annual Policy Review
- Updated coverage exclusions to include correct level of care tier

Impacted line(s) of business: INTEGRITY

[Claim Adjustment Grid Process](#)

Action: Retired Policy

Summary of Changes:

- Information moved to [Forms](#) page under the Claims section

Impacted line(s) of business: All

[Home Health Agency Services Payment Policy](#)

Action: Reviewed June 30, 2025

Summary of Changes:

- Updated Benefit limitations and exclusions to separate out Medicaid and INTEGRITY with EOHHS guidance

Impacted line(s) of business: All

[Telemedicine/Telephone Services Payment Policy](#)

Action: Reviewed April 18, 2025

Summary of Changes:

- Updated coding grid for code load.

Impacted line(s) of business: All

Skilled Nursing Payment Policy

Action: Reviewed June 9, 2025

Summary of Changes:

- Updated INTEGRITY Coverage Limitations and Exclusions to include LTSS waiver requirements

Impacted line(s) of business: All

Non-Covered Services Payment Policy

Action: Reviewed June 20, 2025

Summary of Changes:

- Quarterly updates to coding grid for code load.

Impacted line(s) of business: All

Vision Care Services Payment Policy

Action: Reviewed June 20, 2025

Summary of Changes:

- Annual Policy Review

Impacted line(s) of business: All