

Required Claim Submission Changes for CCBHCs Effective September 1

August 18, 2025

Effective September 1, 2025, Neighborhood Health Plan of Rhode Island (Neighborhood) will begin directly managing behavioral health services for all lines of business. As part of this transition, Certified Community Behavioral Health Clinics (CCBHCs) must follow the updated claim submission requirements outlined below for all claims with dates of service September 1, 2025 or later to avoid claim processing delays or denials.

Coordination of Benefits (COB) Claims Must Be Submitted Electronically

All Commercial and Medicaid COB claim information must be submitted electronically. Providers are required to enter detailed data from the primary carrier's explanation of benefits (EOB) into the electronic claim submission. **Claims will be denied if the EOB data is not included with the electronic COB submission.**

This includes, but is not limited to:

- Primary carrier name
- Subscriber information
- Primary carrier ID number
- Amount charged to the primary carrier
- Amount allowed by the primary carrier
- Amount paid by the primary carrier
- Member responsibility details, including:
 - Copayment
 - Deductible
 - Coinsurance
 - Out-of-pocket amounts
- Denial information (if applicable):
 - Claim Adjustment Reason Codes (CARCs)
 - Remittance Advice Remark Codes (RARC)s
- Date of the Explanation of Benefits (EOB)

Note: Neighborhood does not accept paper submissions of the primary carrier's EOB. All relevant information from the primary EOB must be included in the electronic claim submission.

Commented [TV1]: The specific change with this one is that claims for members w/ a COB will now deny if not submitted w/ EOB. We were not operating that way with Optum - the claims would pay and we would chase for adjustments. That needs to be called out more specifically

Rendering Field NPI Requirement

To comply with CMS requirements, CCBHCs may not enter group NPIs in the rendering provider field on claims. Instead, providers must enter the rendering or supervising provider NPI in the rendering field.

Providers should continue to enter the CCBHC NPI in the billing provider field of their claims.

If you have any questions about these requirements or need assistance preparing for this change, please contact Tracy Vadebonceur (tvadebonceur@nhpri.org) or Kyle Edward (kedward@nhpri.org)

We appreciate your cooperation as we work together to ensure a smooth transition to direct management of behavioral health services.

Note: This notice was sent via email on August 18, 2025 to all Certified Community Behavioral Health Clinics (CCBHCs)