

Updates to Provider Remittance Advice / Explanation of Payment

June 3, 2026

Neighborhood Health Plan of Rhode Island (Neighborhood) has heard provider feedback regarding the Remittance Advice/Explanation of Payment (RA/EOP) related to negative balance information, recoupments, adjusted claims, and the display of patient responsibility amounts.

Based on this feedback, Neighborhood is making updates to the RA/EOP to **all lines of business** to improve clarity and make payment information easier to review. These updates will appear on pay cycles beginning **the week of June 1**.

As part of the first set of updates, providers may notice changes to the payment summary section of the RA/EOP, including new or updated fields related to cash advances, recoupments, and negative balances.

The updated RA/EOP will include the following changes:

- The **Negative Balance This Run** field will be updated to reflect the remaining negative balance left after the current payment cycle reported in the EOP.
- A **Cash Advance** field will be added to the RA/EOP. This is part of the standard RA/EOP format and will display a value only when applicable.
- A **Recoupments** field will be added to show amounts recouped during the payment run.
- **Payment** and **Claim Totals** fields will be updated so the RA/EOP reflects the net payment or takeback amount on the claim for the payment cycle being reported, helping tie claim-level details more clearly to the payment summary.

Neighborhood Health Plan of Rhode Island
910 Douglas Pike
Smithfield, RI 02917

Captures the Negative Balance left after this Payment Cycle (Existing Field, Mapping Modified for Clarity)

Captures the cash advance paid to the provider, The field will show \$0 if no cash advance is documented in the system. (Newly added field)

Captures the amount Recouped during this payment cycle

Forwarding Service Requested

Questions or Concerns?
Please contact us at
1-800-963-1001
Hours of Operation: Monday-Friday 8am-6pm



Payment Summary

Previous Negative Balance:	\$8214777.20
Claims Payment This Run:	\$6445.24
Negative Balance This Run:	\$8208331.96
Withholds:	\$0.00
Payment Issued:	\$0.00
Cash Advance	\$0.00
Recoupments	\$6620.64

Plan Name: Integrity for Duals

Member ID:		Patient Name:				Claim ID:			LOB: INTEGRITY for Dual					
Patient Account #:					Servicing Provider:									
Line #	Date of Service	Procedure Code	Mod (s)	Units	Charged Amount	Allowed Amount	Denied Amount	Deduct. Amount	Copay /Coins	OI Allowed	OI Paid	Payment	CP	EX Code
1	03/25/26-03/25/26	S5125	TV-U1	35.00	2000.00	0.00	0.00	0.00	0.00/0.00	0.00	0.00	0.00		15 SN MB 1185
1	03/25/26-03/25/26	S5125	TV-U1	35.00	2000.00	397.25	0.00	0.00	0.00/0.00	0.00	0.00	56.75	N	170 1185
Interest Paid												0.00		
Withholds												0.00		
Claim Totals					2000.00	0.00	0.00	0.00	0.00/0.00	0.00	0.00	56.75		

The Payment column is updated to reflect net payment or take back as part of the payment cycle, instead of the overall paid amount of the claim. This ensures that the individual Claim Totals adds up to the Payment Issued in Summary

Neighborhood also recognizes the feedback providers have shared regarding the display of patient responsibility for **INTEGRITY for Duals** claims. Additional RA/EOP formatting updates have been approved to make Medicare and Medicaid responsibility amounts clearer to reduce confusion around when member cost-sharing does or does not apply. Those patient responsibility formatting updates are in process and will be communicated once implementation details are finalized.

Providers should continue to follow all applicable billing requirements for INTEGRITY for Duals members. INTEGRITY for Duals members **should not be billed** for Medicare copayments, coinsurance, or deductibles that are not their responsibility, **unless they are in a deeming period**.

Neighborhood appreciates the feedback providers have shared and will continue working to improve the clarity of provider payment documents.

Thank you for your continued partnership.