

November 10, 2017

To: Neighborhood Health Plan of Rhode Island Providers

Re: Fee Schedule Error – Commercial Product


Dear Provider:

Upon thorough review, Neighborhood Health Plan of Rhode Island (Neighborhood) has identified an error in an active professional fee schedule. During a quarterly new code update, Neighborhood erroneously uploaded an incorrect standard commercial product fee schedule to the medical claims processing system. This impacts commercial product professional claims for dates of service on or after April 1, 2017 through present.

We sincerely apologize for this error. Neighborhood is targeting system updates by December 31, 2017 and anticipates adjusting all affected claims by January 31, 2018. We have implemented additional quality control processes to mitigate these types of issues in the future.

You do not need to take any action at this time and can contact your Provider Network Administrator if you have any additional questions or concerns. Neighborhood thanks you for your patience and your continued partnership.

Respectfully,



Susana F. Conklin  
Director of Provider Network Management