

January 29, 2019

To: Providers

Re: Paper Remittance Advice (RA) Documentation

Dear Provider:

It has come to our attention that some paper remittance advice (RA) documents associated with the January 18 and January 25, 2019 pay cycles may have had a formatting issue that resulted in RAs being difficult to read. Please know that all payments associated with the January 18 and January 29, 2019 pay cycles were accurate and that the impact was to the readability of paper RAs for our Commercial and INTEGRITY lines of business only—there were no issues with the publication of electronic RAs.

The error has been corrected and we are in the process of re-printing paper RA documentation for our Commercial and INTEGRITY lines of business for both the January 18 and January 29, 2019 pay cycles.

We apologize for any inconvenience.

Regards,

Neighborhood Health Plan of Rhode Island