

Neighborhood Crossing Enhancements in 2023

November 1, 2022

Neighborhood Crossing is a secure provider website that Neighborhood Health Plan of Rhode (Neighborhood) currently uses as a provider report portal, as well as, a forms repository for duplicate copies of remittance advice statements. Providers must apply and be approved for access to Neighborhood Crossing in order to view and download reports and forms.

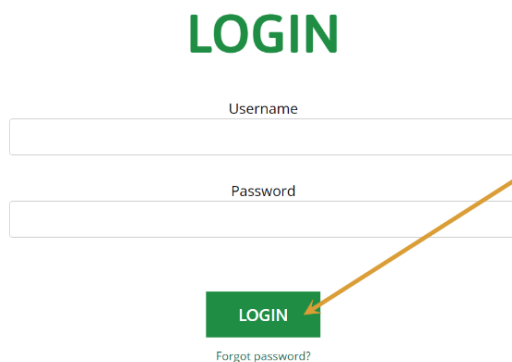
This notice applies to all current users with access to Neighborhood Crossing.

Beginning January 3, 2023, Neighborhood Crossing will feature the following key enhancements:

1. Significant updates in the security of our system will be complete to assure information related to your practice and our members remain safe. Some security upgrades are “behind the scenes,” but a new feature impacting your use of Neighborhood Crossing will be the requirement of “two factor” authentication when logging on. You are likely using this procedure for other websites that contain personal/sensitive information.

After January 3, 2022, users will still go to the same webpage to log-in to Neighborhood Crossing:

<https://neighborhoodcrossing.nhpri.org>



- Log-in with your current username and password. After you click login, you will be asked to “verify your identity” by entering a one-time use security code to verify your identity.
- If you are having issues logging in, there will be a “*Need help with signing in?*” question on the updated webpage for common problems such as a forgotten password or locked account.

2. Once logged in, users will notice the webpage has been redesigned for a more streamlined and simplified experience. The Provider Report Portal and Corporate Forms are now “Reports” and “Forms” modules within NCrossing (the Neighborhood Crossing name needed some simplification, too).
3. For providers that use NCrossing to retrieve duplicate copies of remittance advice statements, users now click “Forms” in the left-hand margin of the Welcome screen.

For providers that use NCrossing to access provider reports, the webpage no longer uses a table design—the view is now similar to a file directory where you can search through folder-like structures. Within each folder, a user can click on the checkbox of report(s) they wish to download and then do so in bulk or singly by clicking the “Download” button.

User Management has been removed from the webpage for security reasons.

For providers that use billing or claims clearinghouses, please share this notification as appropriate.