

## **Reminder: Requesting a PCP Change for a Member**

### **Neighborhood News – October 2024**

All Neighborhood Health Plan of Rhode Island (Neighborhood) members are assigned a primary care provider (PCP) displayed on the member's Neighborhood identification card. A member may change the PCP assigned to them at any time by calling Neighborhood Member Services at the number listed on their ID card.

A provider's office can also request a PCP change on behalf of the Neighborhood member by completing the [PCP Change E-Form](#) ([www.nhpri.org/Providers](http://www.nhpri.org/Providers) > [Provider Resources](#) > [Forms](#)).

- The PCP Change e-form must be completed by the provider (or office representative) who the member has requested be their new PCP. The form requires a signature from the new PCP/office representative to attest the change is being submitted at the request of the member/authorized representative.
- The PCP Change e-form must be received by Neighborhood within five (5) business days from the date of service for services to be considered for payment (the date of service will be the effective date). Forms received after five (5) business days will be effective on the date the information was faxed;

PCP changes for newborns will be accepted up to thirty (30) days from date of birth.

Providers will not receive confirmation from Neighborhood that the PCP Change Form was received or processed. All changes can be verified on NaviNet after one (1) business day.