

Process Update: Coordination of Benefit Adjustments

Neighborhood News – January 2025

Effective **January 1, 2025**, providers submitting missing explanation of benefits (EOB) information must do so through the corrected claim submission process. EOB adjustments will no longer be accepted through the adjustment process. Adjustment forms submitted after January 1, 2025, will be returned.

Neighborhood Health Plan of Rhode Island (Neighborhood) began accepting electronic coordination of benefit (COB) claims, also known as secondary claims, as of May 27, 2024. COB occurs when a member is covered by more than one health insurance carrier (including medical, dental, and vision coverage). Providers who failed to include EOB information with a claim were able to submit an Adjustment Request Form through **December 31, 2024**. As of January 1, 2025, the form can no longer be used for that purpose.

For more information on filing claims, please visit Neighborhood's [Claims and Eligibility Information webpage](#).

If you have any questions about this notification, please contact our Provider Services team at 1-800-963-1001.