

## Provider Questions? We Have Answers

### Neighborhood News – January 2025

At Neighborhood Health Plan of Rhode Island (Neighborhood), we are committed to providing timely and efficient support for any issues you may encounter. To ensure timely resolution of your inquiries, we encourage you to take advantage of the following resources:

#### Step 1: Utilize Our Online Resources

- **Provider Resources:** Visit the [Provider Resources page](#) on our website to find comprehensive information and guidance such as:
  - **[Claim Form Finder](#):** Look up specific questions related to forms and claim adjudication. This tool will guide you to the appropriate form and provide information on next steps.
  - **[Prior Authorization Search Tool](#):** Enter the procedure/service code in question and select the member's line of business to determine if prior authorization from Neighborhood is required.
  - **[Provider Manual](#):** Use this document to supplement your participating provider agreement (contract) with Neighborhood. It includes specific information including, but not limited to member services, benefits and eligibility, billing and reimbursement, clinical quality and credentialing, provider information and standards for access and availability, and plan-specific information.
  - **[Quick Reference Guide](#):** Review frequently asked questions. The guide is categorized by business area and includes hyperlinks to the Neighborhood website.
- **Navinet:** Neighborhood contracts with [NaviNet](#) to provide online member benefits, eligibility, as well as claims status.

#### Step 2: Contact Provider Services

The Provider Services team has extensive knowledge on a variety of topics to assist you in resolving your issue. Placing a call ensures your issue is logged, time-stamped, and accessible to all Neighborhood support staff. They can be reached by calling 1-800-963-1001. If they are unable to resolve your issue during the initial phone call, please allow up to 30 days for Provider Services to research a resolution.

#### Step 3: Contact Provider Relations

If you are still unable to resolve your issue, contact your provider relations representative. You will need a provider services call reference number before contacting your representative or you will be redirected to the call center.

By following these steps and using our resources appropriately, your concerns can be addressed promptly and thoroughly.