

January 12, 2018

To: Providers

Re: Delayed Provider Payment Cycle – Paper & Electronic Payment

Dear Provider:

An error has occurred in the provider payment cycle scheduled to be complete for today Friday, January 12, 2018. The impact is a delay in production of paper checks and electronic payment, including accompanying remittance advices, associated with the January 12, 2018 pay cycle for the commercial and INTEGRITY lines of business.

Neighborhood is actively working to correct the issue and we will keep you updated on the most recent status. Neighborhood greatly appreciates and values your continued partnership and sincerely apologizes for this disruption.

Regards,

Neighborhood Health Plan of Rhode Island