



## **Below Are Some Common Questions About Authorizations (Yes) and Denials (No) Of Care.**

### **How does Neighborhood decide if something can be authorized?**

- Neighborhood's U.M. team checks to see if the request is a covered benefit for the member.
- U.M. uses guidelines to decide if the request is "medically necessary"
- The member's needs are always important.

### **What does "medically necessary" mean?**

Care is called medically necessary when it is needed for:

- the prevention of a health condition
- the diagnosis of a health condition
- the cure of a health condition
- the treatment of a health condition

[Services for medically necessary conditions must be provided in the proper setting. Services shall not be provided for the sake of convenience of the member or provider.]

### **Who makes decisions to "deny" services?**

Neighborhood has its own doctors to make decisions.

### **How long does a decision take?**

- Normal decisions are due within 15 days but Neighborhood's average turnaround time is about 3 days\*
- Urgent requests are due within 72 hours\*
- Services that already took place are due within 30 days

\*From when the request was received, and before the date of service.

### **What happens if something is "denied?"**

- You get a denial letter. This letter explains why the request was turned down.
- You should talk to your doctor or your child's doctor.
- Your letter will explain your rights to "appeal."

### **What can I do if I disagree with Neighborhood's decision to deny?**

- You have the right to appeal within 90 days of receiving the denial letter.
- You or your provider may send a letter to Neighborhood's Appeal Coordinator requesting an appeal, or
- Call Neighborhood Customer Service for help at 1-800-459-6019.

### What do I include in my appeal?

- You or your provider should include any and all information that will be useful to the nurses and physician reviewers in making a medical necessity decision.

### How long does an appeal decision take?

- Decisions are due within 15 days from receipt of the request to appeal.
- You will receive a letter explaining the decision.

### What if the service required is “urgent”?

- A service is urgent if a delay in care or treatment might be a medical emergency
- Decision is made within 1 business day of request, if all information received.
- If more information is needed, a decision will be no later than 72 hours from request.
- Neighborhood will call you when it is an urgent request.

### What happens if I am not happy with the appeal decision?

- Follow the same steps as above for a “Level 2” appeal.
- This must be done within 60 days from receipt of your Level 1 appeal letter.
- You may start a Fair Hearing\* with the Department of Human Services (DHS).
  - You or your representative must contact DHS at (English or Spanish) 1-401-462-5300 or 1-401-462-3363 (TTY).

\* you can initiate a Fair Hearing at any time.

- You may also file a complaint with the Department of Health (DOH) at any time during the appeal process at 1-401-222-2231.
- You can request an external appeal if you are not happy with Neighborhood’s Level 2 Appeal decision.
  - Neighborhood will send all information submitted, to an approved review agency.

### Who do I call with questions?

- Call Neighborhood Customer Service at 1-800-459-6019.
- If you or your child have a Neighborhood Case Manager, you may contact them to discuss alternatives, or
- If you feel you need a Case Manager, please ask Customer Service to connect you with the Case Management Department.

### We Can Help You in Your Language

If you need help understanding this information in your language, please call us at **1-800-459-6019** and ask for Customer Service.  
Si necesita ayuda para comprender esta información en su idioma, por favor llámenos al **1-800-459-6019** y pida hablar con el Departamento de Servicio al Cliente.  
Se precisar de ajuda para entender as informações em seu idioma, ligue para **1-800-459-6019** e peça para falar com o departamento de Serviço ao Consumidor.  
Для того чтобы получить информацию на своем языке, обратитесь в отдел по работе с клиентами (Customer Services) по телефону **1-800-459-6019**.  
ຖ້າວ່າ ທ່ານຢາກເຂົ້າໃຈຂໍ້ມູນນີ້ເປັນພາສາຂອງທ່ານ, ກະລຸນາໂທຫາພວກເຮົາທີ່ **1-800-459-6019** ແລະຖາມເອົາພະແນກບໍລິການລູກຄ້າ.  
បើអ្នកត្រូវការជួយឱ្យយល់ច្បាស់អំពីមាននេះជាភាសារបស់អ្នក សូមទូរស័ព្ទមកយើងតាមលេខ **1-800-459-6019** ហើយសួរអ្នកធ្វើការផ្នែកសេវាបំរើអតិថិជន ។