

Prior Authorizations for Members Transitioning from Neighborhood INTEGRITY (MMP) to Neighborhood INTEGRITY for Duals

December 22, 2025

Effective January 1, 2026, current **Neighborhood INTEGRITY (MMP)** [members will transition to Neighborhood INTEGRITY for Duals \(D-SNP\)](#). Neighborhood Health Plan of Rhode Island (Neighborhood) is diligently working to migrate applicable prior authorizations to help prevent disruption to member care.

Providers do not need to resubmit authorizations due to the transition to Neighborhood INTEGRITY for Duals, provided the authorization remains active and has available units for the services billed.

Authorization Handling for January 1, 2026 Transition

Neighborhood will handle authorizations as follows for members transitioning from INTEGRITY (MMP) to Neighborhood INTEGRITY for Duals:

1. Existing authorization that spans into 2026

- Authorization will be migrated so it is available for 2026 dates of service under **Neighborhood INTEGRITY for Duals**.
- Providers do not need to submit a new request due to the product transition, provided the authorization remains active and has available units for the services billed.

2. New authorization request received in 2025 that spans into 2026

- If an authorization is approved in 2025 with dates extending into 2026, Neighborhood will ensure the authorization is available for 2026 under **Neighborhood INTEGRITY for Duals**.
- Providers do not need to submit a duplicate request due to the product transition, provided the authorization remains active and has available units for the services billed.

3. New authorization request received in 2025 for services that begin in 2026

- Neighborhood will process the request in 2025 (to support appropriate correspondence and clinical review) and will also ensure the authorization is entered for 2026 under **Neighborhood INTEGRITY for Duals** so 2026 claims can process appropriately.

Inpatient Hospital Stay Exception (Admit in 2025, Discharge in 2026)

For inpatient hospital admissions that begin in 2025 and discharge in 2026, the Neighborhood INTEGRITY (MMP) contract remains responsible for the stay through discharge.

- Providers should continue to submit claims and concurrent review activity for that stay under INTEGRITY (MMP) (even if the stay extends into 2026).

Potential Claim Denials

Neighborhood's intent is to have authorizations migrated by January 1, 2026. However, if an authorization is not yet loaded when a claim is first processed, a claim may deny inappropriately for no authorization on file.

Providers do not need to resubmit claims or request adjustments if a claim is denied for no authorization due to the product transition, provided the authorization remains active and has available units for the services billed. Neighborhood will work to ensure the authorization is entered and claims are reprocessed appropriately without any further action needed from the provider. Please allow one to two pay cycles for any impacted claims to be processed. If a claim that is expected to pay does not by the end of the second pay cycle, please contact Provider Services at 1-800-963-1001.

Billing Reminder for Dates of Service

- Dates of service through **December 31, 2025** should be billed under **Neighborhood INTEGRITY (MMP)**.
- Dates of service on or after **January 1, 2026** should be billed under **Neighborhood INTEGRITY for Duals** using the member's new 2026 ID (12-digit ID beginning with "120").
- For inpatient hospital stays that begin prior to **January 1, 2026** and discharge in **2026**, all dates of service for that stay should continue to be billed under **Neighborhood INTEGRITY (MMP)** through discharge.

Important: If your billing workflow includes entering an authorization number on the claim, do not submit claims with an old authorization number for dates of service that begin in 2026. If you experience a denial and included an authorization number, Neighborhood may advise you to remove the authorization number and resubmit.

Delegated Authorization Vendors (Including Evolent)

Authorizations will carry forward for transitioning members regardless of whether the authorization was managed directly by Neighborhood or through a delegated vendor. **Providers do not need to resubmit authorizations due to the transition.**

If you have questions about the authorizations, please contact Provider Services at 1-800-963-1001 for assistance.

Neighborhood appreciates your partnership and ongoing dedication to providing high-quality care to our members.