

Prior Authorization Status Tool Now Available in NaviNet

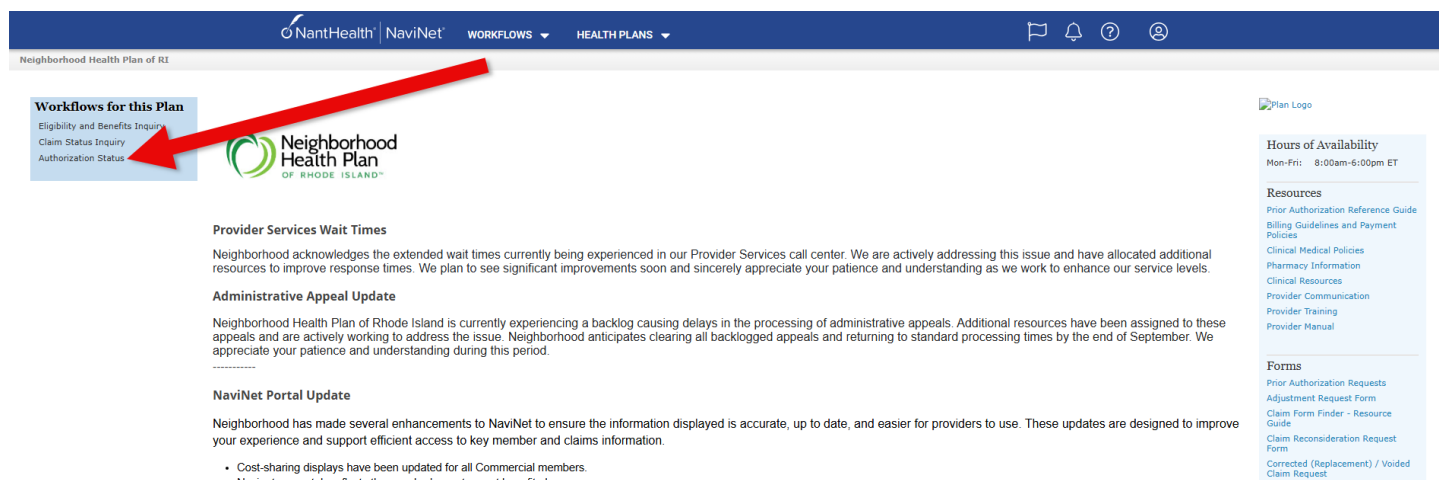
Neighborhood News – July 2026

Neighborhood Health Plan of Rhode Island (Neighborhood) is pleased to announce that a new Prior Authorization Status tool is now available to providers in NaviNet.

This new functionality allows providers to quickly and securely check the status of prior authorizations and access associated authorization letters without needing to contact Provider Services.

What's New

Providers can now log into NaviNet and select Authorization Status to access Neighborhood's provider portal through single sign-on (SSO).



The screenshot shows the NaviNet provider portal. At the top is a dark blue header with the NantHealth NaviNet logo and navigation links for WORKFLOWS and HEALTH PLANS. Below the header, on the left, is a 'Workflows for this Plan' menu with options: Eligibility and Benefits Inquiry, Claim Status Inquiry, and Authorization Status. A red arrow points to the 'Authorization Status' option. The main content area features the Neighborhood Health Plan of Rhode Island logo and three sections: 'Provider Services Wait Times', 'Administrative Appeal Update', and 'NaviNet Portal Update'. The right sidebar contains 'Hours of Availability' (Mon-Fri: 8:00am-6:00pm ET), 'Resources' (including Prior Authorization Reference Guide, Billing Guidelines, Clinical Medical Policies, Pharmacy Information, Clinical Resources, Provider Communication, Provider Training, and Provider Manual), and 'Forms' (including Prior Authorization Requests, Adjustment Request Form, Claim Form Finder - Resource Guide, Claim Reconsideration Request Form, and Corrected (Replacement) / Voided Claim Request).

From there, providers can search using a member ID and the authorization submission date to view authorization details.

Providers can also download authorization letters directly from the portal. These are the same approval or denial letters that may be sent by mail or fax and can now be accessed online for convenience and recordkeeping.

The tool displays the following information:

- authorization number
- authorization status (e.g., approved or denied)
- service dates
- unit type (e.g., days or units)
- approved units or days

Prior Authorization Search

Please note: Newly submitted authorizations may take two to three business days to appear in our system. Please allow processing time and check back later before resubmitting.

Member ID

Auth Submission Date

Submit

Note: Results show authorizations with service start dates on or after the entered submission date.

Search Results by Auth ID...

Authorization ID	Status	Service From	Service To	Unit Type	Requested	Approved	Used	Remaining	Denied
	Approved	03/06/2025	03/06/2025	Units	1	1	0	1	0
	Approved	03/26/2025	09/20/2025	Units	3	3	0	3	0

Access is based on the NPI and TIN associated with the user’s NaviNet login. Providers will only be able to view authorizations associated with their organization.

Important Information

- This tool is for authorization status lookup only
- It cannot be used to submit prior authorization requests
- It cannot be used to update an existing authorization
- Providers should continue to use Neighborhood’s existing processes for submissions and updates

Please note that this tool only displays authorizations available through Neighborhood’s core authorization system. Authorizations managed through [Evolent](#) will not appear in this tool. Providers should continue to access those authorizations through the appropriate vendor portal.

Services not included in this tool include:

- Pharmacy
- Physical therapy
- Occupational therapy
- Speech therapy
- Joint/Spine Surgery
- Interventional Cardiology
- High-end Radiology

User Guide

A [detailed user guide](#) is available to help providers navigate this new functionality. The guide includes step-by-step instructions on how to:

- access the Authorization Status feature within NaviNet
- search for an authorization using member ID and date range
- interpret the authorization status results displayed
- download and save authorization letters for recordkeeping

Neighborhood appreciates your continued partnership as we work to improve provider tools and reduce administrative burden. We hope this new functionality helps your staff access authorization information more efficiently.