

Commercial Pharmacy Benefit Oncology Delegation to Evolent

October 21, 2026

Effective **January 1, 2027**, prior authorization requests for oncology and hematology-related chemotherapeutic drugs and supportive agents covered under Neighborhood Health Plan of Rhode Island's (Neighborhood) Commercial pharmacy benefit will transition to Evolent (formerly New Century Health) for review.

What is Changing?

- **Currently:** Prior authorization requests for oncology and hematology-related chemotherapeutic drugs covered under the Commercial pharmacy benefit are submitted to Neighborhood by fax or electronically through platforms such as Surescripts.
- **Beginning January 1, 2027:** These requests must be submitted to Evolent through its [CarePro Portal](#) or by phone or fax, using the information provided below. This mirrors the process for Neighborhood's Medicaid line of business.

Submitting Prior Authorization Requests

Providers may submit authorization requests to Evolent using one of the following methods:

- **Online:** [CarePro Portal](#)
- **Phone:** 1-888-999-7713, Monday through Friday 8 a.m. to 8 p.m. ET
- **Fax:** 1-213-596-3783

Transition of Care

Prior authorizations issued by Neighborhood before January 1, 2027, will remain valid through their existing expiration dates.

Grievances and Appeals

Neighborhood will continue to respond to member grievances and appeals. Members may continue to submit grievances and appeals by following the processes outlined on Neighborhood's website and in their member handbook.

Providers may submit grievances or appeals to Neighborhood by mail or fax using the following information:

Mail: Neighborhood Health Plan of Rhode Island
Attn: Grievances & Appeals Unit Coordinator
910 Douglas Pike
Smithfield, RI 01917

Fax: Grievance & Appeals Unit Fax Number: (401) 709-7005

Additional Information

This change applies only to Neighborhood's Commercial pharmacy benefit. There are no changes to Neighborhood's INTEGRITY for Duals or Dual CONNECT Medicare plans, or to prior authorization requests for oncology services covered under the medical benefit.

Thank you for your continued partnership in caring for Neighborhood members.