

Neighborhood Aims to Make Prior Authorization Requests More Efficient

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Neighborhood Health Plan of Rhode Island (Neighborhood) is continuously striving to create more efficient business operations with our provider network. Over the last few years and more so during the pandemic, Neighborhood reduced as many paper administrative processes as possible. The elimination of paper transactions creates a more secure and efficient way to exchange important information.

When requesting prior authorization for medical services, Neighborhood prefers our provider network use our electronic forms (eForms), to ensure we receive complete and legible information. The faster we can complete an intake, the faster we can respond to the request.

The use of eForms is preferred by many of our network providers, as well. Providers have reported they choose eForms over paper/faxing because eForms save them time, ensure all required information is completed, and users receive immediate confirmation of their submission.

Efficient – Effective – Easy!

- All Neighborhood prior authorization eForms are “smart forms” with integrated logic so a user only needs to enter the member’s ID number and date of birth, and then the rest of the member’s information will automatically populate. Likewise, with just the entry of an NPI, all provider information will automatically populate in the eForm.
- eForms avoid delays in authorization requests because eForms ensure Neighborhood receives complete, accurate, and legible information from our providers on the first submission. The faster we can complete an intake, the faster we can respond to the request.
- Users of eForms will receive immediate confirmation of their prior authorization request submission. No more relying on a fax confirmation number that may not transmit.
- Additional benefits of eForms include no limit for CPT codes!

All prior authorization request eForms can be found on the Neighborhood website via the following path:

www.nhpri.org/providers → [Provider Resources](#) → [Forms](#)

If you have any questions on Neighborhood’s prior authorization process or the eForms, please call Neighborhood’s Utilization Management department at 1-401-459-6060.

Thank you for your continued partnership and dedication to providing quality healthcare to our members.