



Concurrent Review Process

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Neighborhood Health Plan of Rhode Island (Neighborhood) would like to take this opportunity to remind you of our concurrent review process as part of our ongoing efforts to ensure the highest quality of care for our members. This process is essential in confirming the medical necessity and appropriateness of care setting for treatments or services rendered.

Concurrent review refers to the evaluation of medical necessity during the actual delivery of care. An excellent example of this is an inpatient stay in a facility. Our clinical management nurses, in collaboration with treating providers and staff, compile all pertinent clinical information, reviewing it against Neighborhood's medical necessity decision criteria, and considering individual patient needs.

The review process requires the following elements:

- Medical records
- Progress notes describing history of the current problem, status, and current treatment plan
- Diagnostic testing results pertinent to the requested service
- Patient psychosocial history as appropriate and related to the current problem
- Consultant's summaries/notes
- Copy of the written order from the ordering provider (NP, MD, DO)
- Operative and pathological reports
- Rehabilitation evaluations, progress, attendance, and adherence.

In addition to the aforementioned, several factors that may impact the plan of care and contribute to the medical necessity of the request are also considered. These include age, knowledge and skills for self-care, support system deficits, co-morbidities, available resources within the local delivery system, psychosocial situation, home environment, and more.

Please note, when our clinical management nurse is not able to confirm the medical necessity and appropriateness of the care setting, the case is referred to a Neighborhood physician reviewer for the final decision.

We encourage your active participation in this process and appreciate your timely response to requests for information. Your cooperation ensures that we can make decisions that are in the best interest of our members' health.

For more detailed information, please refer to our [Provider Manual](#), which contains comprehensive guidelines on our medical review process.

Thank you for your ongoing partnership in providing the best possible care to Neighborhood members.