

As a reminder, providers must submit a prior authorization (PA) request, with supporting clinical documentation, for enhanced adult day services for Neighborhood members.

This desktop reference guide is designed with helpful tips to ensure your PA request is efficient, accurate, and complete, which will enable timely processing.

The following steps must be completed for all PA requests for adult day services:

<input type="checkbox"/>	Verify the patient's insurance to ensure that Neighborhood is their primary insurer.	
<input type="checkbox"/>	Complete and submit either the electronic form or paper PA form for adult day services and submit to Neighborhood's Utilization Management Department.	
<input type="checkbox"/>	Submit all necessary documentation required for adult day services, including:	
	Initial Enrollments	<p>Copies of the member's:</p> <ul style="list-style-type: none"> • Last office note from the member's primary care physician; visit must have taken place within the past year, and • Adult day admission assessment, and • Plan of care signed by the member or member's representative
	Ongoing Enrollments	<p>Copies of the member's:</p> <ul style="list-style-type: none"> • Last office note from the member's primary care physician; visit must have taken place within the past year, and • Plan of care signed by the member or member's representative, and • Most recent quarterly review of the plan of care, and • Most recent adult day progress notes

Avoid the most common errors that can result in processing delays or denial of PA requests:

- Insufficient or missing clinical information necessary for review
- Requesting adult day services for members that reside in an assisted living facility, skilled nursing facility, or inpatient hospital
- Requesting adult day services for members in the Medicaid line of business that do not have a home and community-based services long-term services and supports (LTSS) waiver from the Department of Human Services
- Illegible documentation
- Requesting excessive authorization time frames. The requested time frame should not exceed six (6) months.

Important Reminders:

- Basic level of adult day services does not require PA
- Neighborhood can assist members that need help applying for a LTSS waiver. Please submit a [LTSS Application Referral form](#) on our website if you identify a member that needs our help.

Questions? Call Neighborhood's Provider Services Department at 800-963-1001.

We will be happy to assist you Monday through Friday, from 8:30 a.m. to 5:00 p.m.