

Efficient Use of the Peer-to-Peer Lines

Neighborhood News – July 2025

Neighborhood Health Plan of Rhode Island (Neighborhood) offers a peer-to-peer review lines to support timely clinical discussions between the provider of record and a Neighborhood physician reviewer. These lines are set up to allow timely communication between our providers and our reviewers so that prior Authorization can be done in a time and efficient manner.

Pharmacy peer-to-peer: 401-459-6069

Medical peer-to-peer: 401-459-6608

For the peer-to-peer lines to remain efficiently focused on active requests, we ask that providers use the peer-to-peer line strictly for review requests related to active cases.

For all other questions or issues that cannot be addressed by the peer-to-peer staff, including but not limited to, filing an appeal, benefit information, claims, eligibility, or administrative inquiries, please contact Neighborhood's Provider Services department at 1-800-963-1001, available Monday through Friday, 8:00 a.m. to 6:00 p.m.

Additional details about the peer-to-peer process can be found in the [Provider Manual](#).