

## Prior Authorization Status Tool Now Available in NaviNet

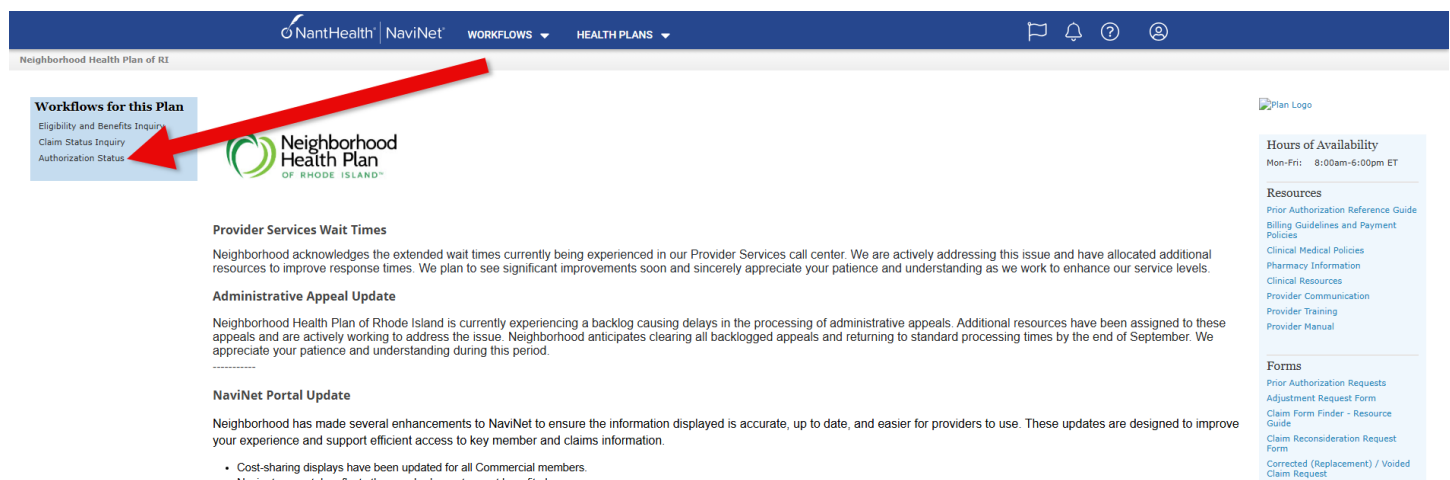
June 15, 2026

Neighborhood Health Plan of Rhode Island (Neighborhood) is pleased to announce that a new Prior Authorization Status tool is now available to providers in NaviNet.

This new functionality allows providers to quickly and securely check the status of prior authorizations and access associated authorization letters without needing to contact Provider Services.

### What's New

Providers can now log into NaviNet and select Authorization Status to access Neighborhood's provider portal through single sign-on (SSO).



The screenshot shows the NaviNet provider portal interface. At the top, there is a navigation bar with 'NantHealth | NaviNet', 'WORKFLOWS', and 'HEALTH PLANS'. Below this, a 'Workflows for this Plan' menu is visible, with a red arrow pointing to the 'Authorization Status' option. The main content area features three sections: 'Provider Services Wait Times', 'Administrative Appeal Update', and 'NaviNet Portal Update'. On the right side, there is a sidebar with 'Hours of Availability', 'Resources', and 'Forms'.

From there, providers can search using a member ID and the authorization submission date to view authorization details.

**Providers can also download authorization letters directly from the portal. These are the same approval or denial letters that may be sent by mail or fax and can now be accessed online for convenience and recordkeeping.**

The tool displays the following information:

- authorization number
- authorization status (e.g., approved or denied)
- service dates
- unit type (e.g., days or units)
- approved units or days

## Prior Authorization Search<sup>1</sup>

Please note: Newly submitted authorizations may take two to three business days to appear in our system. Please allow processing time and check back later before resubmitting.

Member ID

Auth Submission Date

2/11/2024



Submit

Note: Results show authorizations with service start dates on or after the entered submission date.

Search Results by Auth ID...

| Authorization ID | Status   | Service From | Service To | Unit Type | Requested | Approved | Used | Remaining | Denied |
|------------------|----------|--------------|------------|-----------|-----------|----------|------|-----------|--------|
|                  | Approved | 03/06/2025   | 03/06/2025 | Units     | 1         | 1        | 0    | 1         | 0      |
|                  | Approved | 03/26/2025   | 04/20/2025 | Units     | 3         | 3        | 0    | 3         | 0      |

Access is based on the NPI and TIN associated with the user's NaviNet login. Providers will only be able to view authorizations associated with their organization.

## Important Information

- This tool is for authorization status lookup only
- It cannot be used to submit prior authorization requests
- It cannot be used to update an existing authorization
- Providers should continue to use Neighborhood's existing processes for submissions and updates

Please note that this tool only displays authorizations available through Neighborhood's core authorization system. Authorizations managed through [Evolent](#) will not appear in this tool. Providers should continue to access those authorizations through the appropriate vendor portal.

Services not included in this tool include:

- Pharmacy
- Physical therapy
- Occupational therapy
- Speech therapy
- Joint/Spine Surgery
- Interventional Cardiology
- High-end Radiology

## User Guide

A [detailed user guide](#) is available to help providers navigate this new functionality. The guide includes step-by-step instructions on how to:

- access the Authorization Status feature within NaviNet
- search for an authorization using member ID and date range
- interpret the authorization status results displayed
- download and save authorization letters for recordkeeping

Neighborhood appreciates your continued partnership as we work to improve provider tools and reduce administrative burden. We hope this new functionality helps your staff access authorization information more efficiently.