

## Prior Authorization Decision Timeframes and Criteria

### Neighborhood News - July 2022

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*Neighborhood Health Plan of Rhode Island (Neighborhood) has a process to triage and prioritize prior authorization requests with a sense of urgency, acknowledging the clinical needs of the member.*

**Neighborhood makes decisions on requests for prior authorization and communicates them as expeditiously as the enrollee's health condition requires and within the following timeframes:**

- Standard Requests: within 14 days from receipt of request
- Expedited Requests: within 72 hours from receipt of request

Providers submitting requests that do not meet expedited criteria will be notified that the request will be managed as a “standard request” with a 14-day turnaround timeframe, unless the provider can provide additional clinical information that supports the expedited request.

The following clinical rationale defines the appropriate use of an expedited prior authorization request:

- Processing the request within the standard timeframe will jeopardize the life or health of the member.
- Processing within the standard timeframe will impact the member's ability to achieve or regain maximum function.
- Processing within the standard timeframe will cause a barrier to transition of care.

**Please do not request an expedited/stat/urgent authorization unless one of the above elements are applicable.**

- Neighborhood's prior authorization request eForms include a check box for providers to attest that one or all of the above conditions are present for an expedited request. Neighborhood's Prior Authorization Request Forms are available on our website:  
<https://www.nhpri.org/providers/provider-resources/forms/>.

Please share this information with all staff in your office that request prior authorization.

### **How to Reach Medical Management**

The Medical Management telephone number is 1-401-459-6060 or toll free at 1-800-264-3955.

- Department staff is available from 8:30am – 5:00pm, Monday through Friday, to receive inbound communication and conduct outbound communication via telephone, e-mail, and fax at 1-401-459-6023.

After and during business hours, a phone messaging system is in place for requests/inquiries.