

Reminder: Process for Appealing Evolent Decisions

Neighborhood News – October 2024

Neighborhood Health Plan of Rhode Island (Neighborhood) is reminding providers of the procedures for appealing decisions made by Evolent Health (Evolent) regarding high-end radiology and physical medicine services.

INTEGRITY (MMP)

Evolent is delegated to process prior authorization requests for high-end radiology services for INTEGRITY (MMP) members. Appeals related to these services must be filed directly with Neighborhood's Grievance and Appeals Unit (GAU) as outlined in the initial denial notification from Evolent.

Medicaid & Commercial

Internal Level 1 Appeals:

Evolent processes Internal Level 1 Appeals for both the Medicaid and Commercial lines of business.

To facilitate an Internal Level 1 appeal:

1. Log into the provider portal at www.radmd.com.
2. Select the prior authorization case you are requesting to appeal and follow the steps.

Internal Level 1 appeals can also be submitted via:

- Fax: 888-656-0701
- Phone: 866-972-9842

External Level 2 Appeals:

Neighborhood's GAU processes External Level 2 appeals for denials by Evolent.

To facilitate an External Level 2 appeal:

1. Fill out the [Provider Appeal E-Form](http://nhpri.org) on nhpri.org.
2. Attach a copy of the denied claim or a clear reference to the denied claim and/or remittance advice.
3. Include supporting documentation to justify reconsideration or waiving of the denial.

External Level 2 appeals can also be submitted via:

- Email: Appeals can be securely emailed to GAUMailbox@nhpri.org.
- Fax: 401-709-7005.

Provider Support

For additional guidance on high-end radiology and physical medicine services including frequently asked questions, quick reference guide, utilization review matrix, and educational presentations, please visit the [Neighborhood hub](#) on Evolent's website.

Neighborhood values your dedication to delivering quality care to its members. If you have any questions regarding these processes, please contact Provider Services at 1-800-963-1001.