

Neighborhood Expanding Evolent Physical Medicine Program

January 1, 2025

Effective **March 1, 2025**, Neighborhood Health Plan of Rhode Island (Neighborhood) is expanding its partnership with Evolent Health (Evolent) to include Neighborhood's INTEGRITY Medicare-Medicaid (MMP) members under Evolent's physical medicine program. Once implemented, **all outpatient physical therapy, occupational therapy and speech therapy services for INTEGRITY (MMP) members will require prior authorization.**

This collaboration is an example of Neighborhood's ongoing commitment to promote continuous quality improvement and ensure clinically appropriate care.

Impacted Services

Beginning **March 31, 2025**, the following physical medicine services will require prior authorization for INTEGRITY (MMP) members after evaluation:

- Physical therapy
- Occupational therapy
- Speech therapy

Note: Beginning March 1, 2025, providers will have the ability to submit authorizations to Evolent for INTEGRITY (MMP) members.

Please note that as of **March 31, 2025**, the benefit which allowed for no authorization for the first 24 visits per calendar year will no longer apply. Therefore, regardless of the number of visits a member has had by that date, authorization for physical medicine services will be required.

Evolent Online Portal

Providers can request authorization for physical medicine services using Evolent's online portal. Providers who already have access to the portal, do not need to request access again. Providers can request access to the online portal by visiting Evolent's website and completing the registration process.

Although access can be requested now, providers will not be able to submit prior authorization requests for INTEGRITY (MMP) members until March 1, 2025. Neighborhood encourages all providers to become familiar with Evolent's website.

Before rendering any services, please note:

- Ordering or rendering providers are responsible for obtaining authorizations prior to rendering physical medicine treatment.
- Providers rendering any of the services listed above should verify that the necessary authorization has been obtained by signing in on Evolent's website or calling Evolent at 1-877-469-7949. Failure to do so may result in non-payment of claims.

Effective **March 31, 2025**, Neighborhood's **payment policies** and **clinical medical policies** will be updated to align with the changes noted above.

Provider Support

Please visit [Evolent's website](#) for additional information on physical medicine services including:

- Frequently asked questions
- Quick reference guide
- Utilization review matrix
- Provider education presentation

Neighborhood appreciates your continued commitment to providing quality care to our members. If you have any questions regarding this notification, please contact Provider Services at 1-800-963-1001.

Note: This notice was sent via email on January 1, 2025 to all providers registered for Neighborhood's News and Updates. If you would like to be added to the distribution list, please [click here](#) to sign up.