

## **FOR INTERNAL USE ONLY – NOT FOR EXTERNAL DISTRIBUTION**

Provider Communications is sharing an important update regarding the introduction of a [new electronic form \(e-form\)](#) for skilled nursing facilities (SNF) and rehabilitation (rehab) services.

Effective **August 1, 2023**, this new e-form is available on the Neighborhood website under the Prior Authorization Request Forms section.

A [notification](#) detailing these changes was distributed to our providers on August 1, 2023.

Please review the frequently asked questions below for details regarding this change.

### **What is the purpose of the new e-form?**

The new e-form is for initial authorization requests for SNF and rehab services.

### **Why is this change being made?**

The e-form standardizes the initial authorization request process, reduces ambiguity, and improves turnaround times. This enhances our operational efficiency and simplifies the authorization request process for our providers.

### **Where can providers find this new e-form?**

The new e-form, titled "SNF/Acute Rehab/LTAC – Initial Request ONLY," can be found on the [Forms](#) page of our website under Prior Authorization Request Forms. A [PDF version](#) of the form is also available.

### **What should providers expect after submitting the new e-form?**

Upon submission, providers will receive a reference number confirming that the request has been received. The form is applicable across all lines of business.

### **Can providers continue to submit requests as they have done in the past?**

Yes. Providers can continue to submit requests via fax, verbal request, or through direct contact with Neighborhood's Utilization Management team, though we encourage providers to use the e-form moving forward.

### **Who should providers contact if they have any questions about the new e-form or the authorization request process?**

Providers can reach out to Neighborhood's Provider Services at 1-800-963-1001 for any inquiries about the new e-form or the authorization request process.