**Post-Service Prior Authorizations No Longer Accepted for MMP Line of Business Internal**

**Q: What is the policy change regarding post-service prior authorizations?**

A: Effective **October 7, 2024**, Neighborhood will no longer accept post-service prior authorizations, also known as retro authorizations, for the INTEGRITY (MMP) line of business. Providers must obtain approval prior to services being rendered.

**Q: What is the reason for this policy change?**

A: The is the result of a review by BluePeak Advisors which noted that the acceptance of post-service prior authorizations was not aligned with CMS standards. This change will make Neighborhood compliant.

**Q: Which line of business is affected by this change?**

A: This change impacts the INTEGRITY (MMP) line of business only.

**Q: What was the previous policy regarding post-service prior authorizations?**

A: Previously, providers had up to seven days from the date of service to submit post-service prior authorizations.

**Q: Does this change apply to emergency or urgent care situations?**

A: No, this policy change does not apply to emergency or urgent care situations. Providers can continue to provide necessary care without prior authorizations in these cases.

**Q: What happens if a provider submits a prior authorization request after services have been rendered?**

A: Neighborhood will issue a denial notice advising the provider to submit a claim for processing. Should the claim deny, the provider will need to follow the provider administrative appeal process.

**Q: Will Neighborhood approve appeals regarding authorizations submitted after a service has been provided?**

A: Neighborhood will only approve these types of appeals in extenuating circumstances - they are outlined in the [notification](https://www.nhpri.org/wp-content/uploads/2024/08/WEB-Post-Service-Prior-Authorizations-No-Longer-Accepted-for-MMP-Line-of-Business-1.pdf).

**Q: How can providers submit an administrative appeal?**

A: Providers can submit an appeal via the [Provider Appeal E-Form](mailto:Provider%20Appeal%20E-Form), email ([GAUMailbox@nhpri.org](mailto:GAUMailbox@nhpri.org)), or fax (401-709-7005).