

Behavioral Health Services Now Managed In-House at Neighborhood

Neighborhood News – October 2025

Effective September 1, 2025, Neighborhood Health Plan of Rhode Island (Neighborhood) has transitioned the management of behavioral health services from Optum to its internal team across all lines of business. This strategic move reflects Neighborhood's commitment to delivering the highest quality care to its members.

By bringing behavioral health services in-house, Neighborhood aims to streamline processes for both providers and members, while enhancing opportunities for integration between medical and behavioral health care.

To support providers during this transition, Neighborhood has launched a dedicated [Behavioral Health Provider page](#) on its website. This resource offers detailed information about the change, along with answers to frequently asked questions.

Providers seeking an updated list of contracted behavioral health professionals can refer to Neighborhood's provider directory. Newly contracted providers are encouraged to [create a NaviNet account](#), which offers 24/7 access to eligibility and claims status. For assistance with portal access, [NaviNet support](#) is available.

Practice managers, billing personnel, and other staff members who wish to stay informed about this transition and other updates from Neighborhood are invited to [sign up for regular email communications](#). Updates are also available on the [provider section of Neighborhood's website](#).

If you are a behavioral health provider and have not yet [submitted an application](#), please do so immediately to ensure you can continue providing services to our members.

Neighborhood extends its gratitude to all providers for their continued dedication to serving its members. For questions regarding this transition, the Provider Services team can be reached at 1-800-963-1001.