

INTEGRITY (MMP) Behavioral Health Claim Payment Update

October 10, 2025

Neighborhood Health Plan of Rhode Island (Neighborhood) is aware that some INTEGRITY (MMP) payments for behavioral health providers are currently in a pended state due to a system issue.

Neighborhood is implementing a fix on **Friday, October 10, 2025** with first payments scheduled to be released for the **October 15 pay cycle**. Please note that payments may be released in a staggered manner over the next several weeks as this issue is resolved.

No action is required from providers at this time.

We appreciate your patience and understanding as we work to ensure all impacted payments are processed as quickly as possible.

If you have questions about your claim status, please check [NaviNet](#) or contact Neighborhood Provider Services at 1-800-963-1001.

Note: This notice was sent via email on October 10, 2025 to all behavioral health 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.