

## Temporary Eligibility Support Inbox Available

Neighborhood News – October 2025

Neighborhood Health Plan of Rhode Island (Neighborhood) is aware that some behavioral health providers are experiencing delays in being set up with NaviNet.

On an interim basis, Neighborhood has established a dedicated inbox to support providers with the following requests:

- Member eligibility
- Cost-share information (for Commercial members only)
- Coordination of benefits

Please note: Non-eligibility inquiries will be returned to the provider.

- The inbox is: [bh\\_member\\_eligibility\\_check@nhpri.org](mailto:bh_member_eligibility_check@nhpri.org)

When submitting requests to this inbox, providers must include the following information:

- Member name
- Member ID number
- Member date of birth
- Provider name
- Provider National Provider Identifier (NPI)

We appreciate your partnership and patience as we work to resolve NaviNet access issues. Please continue to [contact NaviNet support](#) through their website or by calling 888-482-8057, if you have any issues gaining access to the portal.

***Note: This notice was sent via email on September 18, 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***