

Updated Provider Training and Provider Manual for 2026 Now Available

October 15, 2025

Neighborhood Health Plan of Rhode Island (Neighborhood) has posted the updated [Provider Training](#) and [Provider Manual](#) online in preparation for changes taking effect on January 1, 2026. These documents include important information about Neighborhood's new Dual-Eligible Special Needs Plans (D-SNP), as well as upcoming policies and procedures.

Completion of the annual Provider Training is mandatory for all contracted providers and must be completed, including submission of attestation, no later than January 1, 2026.

Provider Training Requirement

All Neighborhood network providers are required to complete annual training. Completion of this training and submission of attestation is mandatory for all contracted providers, even if you have already attested prior to October 15, 2025.

The provider training offers an overview of Neighborhood's plans, policies, and procedures for providers, including specific education for those serving dual eligible members. Topics include, but are not limited to:

- Member Enrollment and Eligibility
- Covered Services, Benefits, and Policies (including carved out services)
- Provider Rights and Responsibilities pertaining to:
 - Complaints, Grievances, and Appeals Procedures and Timelines
 - ADA Compliance, Accessibility, and Accommodations
 - Cultural Competency

For your viewing and sharing convenience, the training is available below in both PowerPoint and PDF formats.

- [Neighborhood Training Fall 2025 \(PowerPoint\)](#)
- [Neighborhood Training Fall 2025 \(PDF\)](#)

How to Complete the Training and Attestation

Once you have completed the training, return to the [Provider Training hub](#) and scroll to the attestation form at the bottom of the page.

1. Enter your organization's TIN. All group NPIs associated with that TIN will auto populate.
2. Select the NPI for which you are attesting.
3. Complete the remaining required fields and submit the form.
4. Once you receive a confirmation email, your training attestation is complete.

Important:

- Only one authorized representative per provider group is required to attest.
- By attesting, the representative agrees to review Neighborhood's training and educate all providers in their organization who provide direct member care.
- Your organization may be asked to produce a list of practitioners who received the training, so please keep this documentation on file.
- Viewing or attending the training without attestation will not be marked as complete.
- All contracted providers must complete and attest to the training this fall, no matter what population they serve.

Live Training Webinars

Neighborhood will also offer a live provider training webinar series this fall. Providers may choose to complete the training online or by attending a live webinar. Completion through either format fulfills the requirement once attestation is submitted.

Upcoming Webinars:

- [October 15, 2025](#)
- [November 13, 2025](#)
- [December 16, 2025](#)

Click on the date that best fits your schedule to register.

Updated Provider Manual

The updated [Neighborhood Provider Manual](#) is now available for review.

This manual is effective on **January 1, 2026** and reflects new policies and procedures related to Neighborhood's products, including Neighborhood INTEGRITY for Duals (HMO D-SNP) and Neighborhood Dual CONNECT (HMO D-SNP.)

It is the responsibility of all contracted providers to review the manual prior to January 1, 2026.

If you have questions about the training or the manual, please email providercomms@nhpri.org.