

# Behavioral Health Cost Sharing Now Displaying in NaviNet for Commercial Members December 22, 2025

Neighborhood Health Plan of Rhode Island ("Neighborhood") is informing providers that behavioral health cost-sharing information for **Commercial** members is now available in NaviNet for calendar year 2025.

#### What's New

Behavioral health cost-sharing details for 2025 Commercial plans are now displaying in NaviNet when providers perform an eligibility and benefits inquiry for a Commercial member.

This enhancement allows providers to view applicable copayments and coinsurance amounts for behavioral health services directly within NaviNet, including:

- Mental health services
- Substance use disorder services
- Office visits and facility-based services (inpatient and outpatient), as applicable

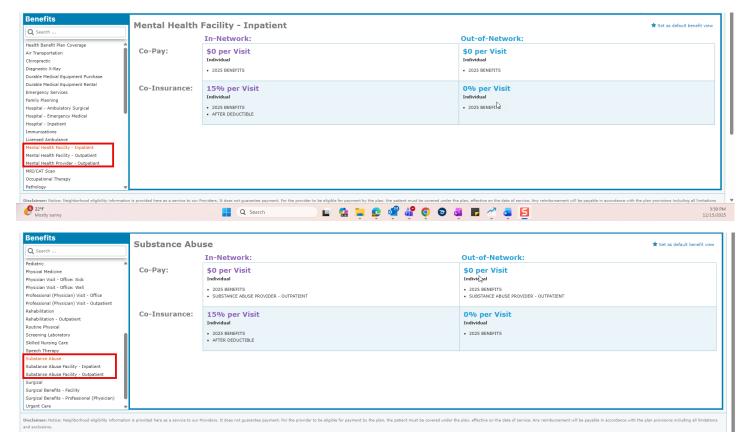
## Important Notes

- This update applies only to 2025 services.
- 2026 behavioral health cost-sharing information is not yet visible in NaviNet but is expected to be available by January 1, 2026.
- Cost-sharing amounts vary by benefit type and plan design and may include copayments or coinsurance after deductible, where applicable.

### **How Providers Can Access This Information**

When a provider searches for a member in NaviNet:

- 1. The Eligibility and Benefits screen will display automatically.
- 2. Under the Benefits section on the left-hand side, scroll to the best option that describes your practice and select:
  - o Mental Health
  - Substance Abuse
- 3. Applicable cost-sharing information for the selected benefit will display on screen.



## NaviNet Registration Reminder

Providers must be registered with NaviNet to access eligibility, benefits, and cost-sharing information.

Providers who are not yet registered, or who are experiencing access issues, are encouraged to register or resolve access concerns as soon as possible.

To help ensure a smoother registration experience, we have outlined required steps and key tips to register with NaviNet.

## Questions

If you have questions about Behavioral Health benefits or NaviNet access, please contact Provider Services at 1-800-963-1001.