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## Temporary Behavioral Health Eligibility Support Inbox Closing March 1, 2026

**January 22, 2026**

Effective **March 1, 2026**, Neighborhood Health Plan of Rhode Island (“Neighborhood”) will discontinue the temporary Behavioral Health eligibility support inbox. After this date, the inbox will no longer be available for eligibility verification requests.

Providers must use [NaviNet](#) for all Behavioral Health eligibility inquiries.

### **Background**

In October 2025, Neighborhood implemented a temporary Behavioral Health eligibility support inbox to assist providers during the transition to accessing eligibility information through NaviNet. Since that time, provider use of the inbox has steadily decreased as more providers have obtained NaviNet access.

With this transition well underway, Neighborhood will conclude use of the temporary inbox and fully return eligibility verification to NaviNet.

### **NaviNet Access Support**

Providers who do not yet have access to NaviNet should begin the registration process as soon as possible. Neighborhood has developed a [resource guide](#) to assist providers who may encounter difficulties during the registration process.

Neighborhood appreciates providers’ cooperation and partnership as this temporary eligibility support concludes.