

Important Update: CCBHC Claims Processing

July 10, 2026

Neighborhood Health Plan of Rhode Island (Neighborhood) has identified a system issue affecting the processing of Certified Community Behavioral Health Clinic (CCBHC) claims for **INTEGRITY for Duals (HMO D-SNP)** and **Dual CONNECT (HMO D-SNP)**. As a result, some claims may remain pending longer than expected, while others may have been denied incorrectly.

We are actively working to resolve the issue as quickly as possible. Neighborhood will identify claims affected by this issue and take the appropriate corrective action. Providers do not need to resubmit affected claims or submit individual claim lists at this time.

We recognize the financial and administrative impact that claim-processing delays may have on our CCBHC partners and apologize for the inconvenience. We will provide an additional update as soon as more information, including resolution timing, becomes available.