Behavioral Health Orientation Q&A Recap and Upcoming Sessions

July 3, 2025

Thank you to everyone who attended our first Behavioral Health Orientation Session. If you were unable to attend the first session, we encourage you to join one of our upcoming Behavioral Health Orientation webinars:

- July 30, 2025
- August 14, 2025

These sessions will provide an overview of key information to help you work effectively with Neighborhood and are intended for providers who did not attend the first session. If you already participated in the initial orientation, you do not need to attend again.

We appreciate your engagement and thoughtful questions during the session. To support ongoing provider onboarding and make information more accessible, we've compiled a list of frequently asked questions and answers from the session.

<u>Getting Started with Neighborhood</u>

Q: How do I know if I'm officially contracted with Neighborhood?

A: Once you receive your counter-executed contract from Neighborhood, your contracting process is complete. If you're unsure of your status, you can email **bhcontracting@nhpri.org** to request an update.

Q: I manage multiple behavioral health practices with different Tax IDs. Can I access them all through one Navinet account?

A: If you're a third-party administrator, you'll need to register your own NaviNet account as an Authorized Third Party. During registration, you can list the Tax IDs you work with and upload the required Third-Party Authorization form. Once approved, you'll be able to manage multiple practices under a single account. Please see the below screenshot for more information.

Q: Why am I having trouble activating my Navinet account?

A: If you use your social security number as your Tax ID, please hold off on activating your Navinet account right now. Providers can contact Navinet using this link: https://helpcenter.nanthealth.com/s/contactsupport

Q: If I was credentialed through Optum, do I need to be re-credentialed with Neighborhood?

A: Yes, but if you have submitted an application and signed a contract with Neighborhood, you can continue seeing Neighborhood members while your credentialing is in process. Your Neighborhood contract will take effect on **September 1, 2025**, and the credentialing process must be completed by **February 28, 2026**.

Claims, Billing & Payment

Q: How do I submit electronic claims to Neighborhood?

A: Neighborhood partners with four clearinghouses for electronic claim submissions: Change Healthcare, Inovalon (formerly known as ABILITY), Waystar, and Healthcare Revenue Cycle Solutions (SSI) You must sign up with one of these to submit claims. If you use a different clearinghouse, check with them to confirm if they connect with one of Neighborhood's partners. For help, contact **EDISupport@nhpri.org**.

Q: Can I submit claims through NaviNet?

A: No. Claims must be submitted electronically through one of the four clearinghouses listed above.

Q: How can I receive electronic remittance advices (ERAs)?

A: You'll need to complete Neighborhood's Electronic Payment and Remittance Advice Application. Remittances are available in two formats: PDF (sent via secure email) or machine-readable ASC X12 835 (retrieved through ftp/sftp).

Q: How do I determine which Payer ID to use on claims?

A: When you check a member's eligibility on NaviNet, their plan type is clearly displayed. Use:

- **Payer ID 05047** for Medicaid and Commercial members
- **Payer ID 96240** for INTEGRITY (MMP) members

Q: If I don't use a clearinghouse, can I still submit claims electronically?

A: No. You'll need to enroll with one of Neighborhood's clearinghouse partners to submit claims electronically.

Q: I want to follow up on old claims or payment denials from before Neighborhood took over. What should I do?

A: For any services provided before **September 1, 2025**, contact **Optum** directly. You can reach them through their website, Provider Express, or at **1-877-614-0484**.

Q: How can I request a copy of Neighborhood's fee schedule?

A: Before **September 1**, you can request fee schedules by emailing **bhcontracting@nhpri.org**. After that date, contact Neighborhood's Provider Services team at **1-800-963-1001**.

Q: The HH020 Methadone Bundle is billed Sunday through Saturday. Since Neighborhood starts billing on a Monday, how should I bill to receive full payment?

A: Neighborhood is working with Optum on a solution on this. More details will be provided shortly.

Authorization & Transition from Optum

Q: Who do I contact with questions about the transition from Optum to Neighborhood?

A: You can reach Neighborhood Provider Services at **1-800-963-1001** for any questions about the transition. For services rendered before **September 1, 2025**, continue to contact Optum.

Q: Will prior authorizations from Optum carry over to Neighborhood?

A: Yes. Any open authorizations with Optum as of **August 31, 2025** will be carried over to Neighborhood.

Training Requirements

Q: Who needs to complete Neighborhood's annual provider training?

A: An authorized representative from each provider organization must complete the training and attest to having done so. By attesting, the authorized representative agrees to review Neighborhood's training and educate all direct-care providers in the organization. Please note that your organization may be asked to produce a list of practitioners who received the training, so this documentation should be kept on file.

Q: If I attend a Behavioral Health Orientation session, does that count as my annual provider training?

A: No. In the fall of 2025, Neighborhood will be updating its annual training to comply with state and federal requirements. Providers will need to complete the updated training by **December 31, 2025**, regardless of whether they have already taken the training this year. Details around the updated training will be provided by **October 1st**.

Policy Guidance

Q: Does Neighborhood allow "incident to" or supervisory billing for pre-licensed clinicians?

A: Yes. Neighborhood allows supervisory billing for pre-licensed clinicians. Please refer to our **Supervisory Billing Payment Policy**, effective **September 1, 2025**.

Q: What codes will be used for Applied Behavior Analysis (ABA)?

A: Please refer to the **draft Autism and Developmental Services Payment Policy** for code information. This policy is subject to change before September 1.

Q: Are Behavioral Health payment policies available for review?

A: Yes. Neighborhood has developed several behavioral health payment policies, many of which are in draft form and subject to change prior to **September 1, 2025**:

- [Behavioral Health Supervisory Billing Payment Policy](#) – Effective September 1, 2025

- [Autism and Developmental Services Payment Policy – DRAFT](#) (subject to change prior to September 1, 2025)

- [Behavioral Health Inpatient/24 Hour Stays Payment Policy – DRAFT](#) (subject to change prior to September 1, 2025)

- [Behavioral Health Intermediate Payment Policy – DRAFT](#) (subject to change prior to September 1, 2025)

- [Behavioral Health Outpatient Payment Policy – DRAFT](#) (subject to change prior to September 1, 2025)

- [Psychological/Neuropsychological Testing Services – DRAFT](#) (subject to change prior to September 1, 2025)

If you have any additional questions, please email us at providercomms@nhpri.org.

We look forward to continuing to support you in delivering high-quality care to our members.

Note: This notice was sent via email on July 3, 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.