

Register for Navinet Access

July 29, 2025

Neighborhood Health Plan of Rhode Island (Neighborhood) is contracted with [NaviNet](#) to provide secure, 24/7 online access to member eligibility and claims status. We encourage all behavioral health providers who have completed the contracting process to register for a NaviNet account.

Please note: While you may register now, full access to Neighborhood information in NaviNet will not be available until September 1, 2025.

Key Features Available Through Navinet

- View eligibility and primary care provider (PCP) history for Neighborhood members.
- Check claim status for all lines of business.
- For Neighborhood's Commercial/Exchange line of business, view benefit and cost-sharing details, including co-pays, deductibles, out-of-pocket costs, and pharmacy spend.

Registration Tips

- NaviNet will not accept account requests if the email clearly does not belong to the requester, for security reasons.
- If you experience issues accessing the portal, please contact [NaviNet Support](#) directly.

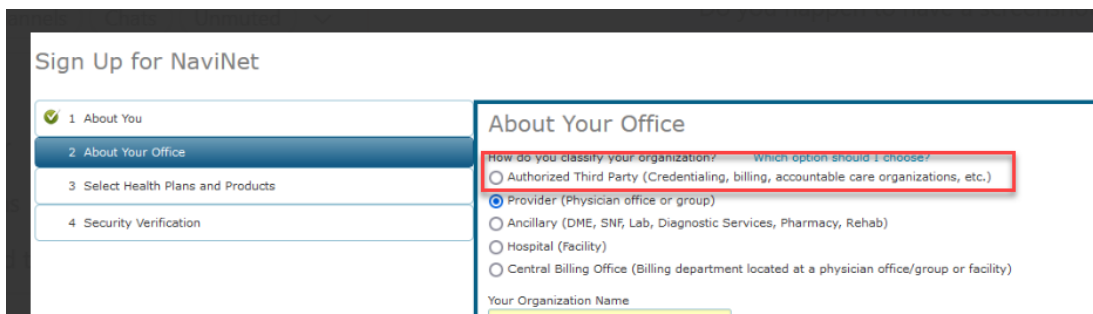
For Third-Party Administrators

Third-party billing or administrative partners must register as an Authorized Third Party. During registration, you will be prompted to:

- List the Tax Identification Numbers (TINs) you support.
- Upload the required Third-Party Authorization form.

Once approved, you will be able to manage multiple practices under one NaviNet account.

Please refer to below screenshot for more information:



The screenshot shows the 'Sign Up for NaviNet' interface. On the left is a progress bar with four steps: 1. About You (completed), 2. About Your Office (active), 3. Select Health Plans and Products, and 4. Security Verification. The main content area is titled 'About Your Office' and contains the question 'How do you classify your organization?' with a subtext 'Which option should I choose?'. There are four radio button options: 'Authorized Third Party (Credentialing, billing, accountable care organizations, etc.)', 'Provider (Physician office or group)', 'Ancillary (DME, SNF, Lab, Diagnostic Services, Pharmacy, Rehab)', and 'Hospital (Facility)'. The 'Authorized Third Party' option is selected and highlighted with a red box. Below the options is a text field for 'Your Organization Name'.

Note: This notice was sent via email on July 29, 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