

Behavioral Health Orientation Q&A Recap and Upcoming Session

August 22, 2025

Thank you to everyone who attended the July 30 and August 14 Behavioral Health Orientation Sessions. The purpose of these sessions is to provide information on how to do business with Neighborhood. We continue to appreciate your thoughtful engagement. To support provider onboarding, we've compiled and organized the most frequently asked questions from these two sessions.

If you were unable to attend a previous session, we are pleased to offer an additional Behavioral Health Orientation webinar on **September 17th**. [Please register for the webinar by clicking the link.](#) This webinar is intended for providers who have not yet attended an orientation. If you've already participated, you do not need to attend again.

Claims, Billing & Payment

1. How does Neighborhood accept electronic claims?

Neighborhood partners with several clearinghouses for electronic submission:

- [Change Healthcare](#)
- [Inovalon](#) (formerly ABILITY)
- [Waystar](#)
- [Healthcare Revenue Cycle Solutions \(SSI\)](#)
- [Claim.MD](#)

Many billing systems connect through these partners.

If you use a clearinghouse or billing system not listed above, please check with them to confirm if they partner with one of Neighborhood's approved clearinghouses. If you don't currently use a clearinghouse or are only submitting claims through Optum's Provider Express, email providercomms@nhpri.org for assistance.

All claims must be submitted electronically including Commercial and Medicaid Coordination of Benefits (COB) claims. Exceptions apply only to cases requiring attachments, such as, but not limited to, medical notes or records.

2. What Payer ID should I use?

Payer IDs are based on a member's line of business, not on specialty. As of September 1, 2025, please use:

- 05047 for Medicaid and Commercial claims
- 96240 for INTEGRITY (MMP) claims

3. Can I bill members directly for missed appointments?

No. Providers may not bill Neighborhood members for missed appointments. Neighborhood also does not reimburse for missed appointments.

4. How do I enroll for electronic remittance advices (ERAs)?

Submit an [Electronic Payment and Remittance Advice Application](#) to eftproviders@nhpri.org to choose how you'd like to receive Explanation of Payment/Remittance Advice (EOP/RA) statements and to set up direct deposit.

5. How can I request a copy of Neighborhood's fee schedule?

Before September 1, 2025, email bhcontracting@nhpri.org. After September 1, please contact Neighborhood's Provider Services team at 1-800-963-1001.

6. If I'm still waiting for payment from Optum for services rendered before September 1, 2025, how will those be handled?

Optum will continue to pay and adjust claims for all dates of service prior to September 1, 2025.

Getting Started with Neighborhood

7. How do I know if I'm contracted with Neighborhood?

Once you receive your counter-executed contract from Neighborhood, your contracting process is complete, and you are considered "in-network" for all lines of business. If you're not sure of your status, you can email bhcontracting@nhpri.org for an update.

8. How do I add a new provider to my group once we are already contracted?

You can use the [Add a New Provider to a Currently Contracted Practice/Group form](#) once your group is officially contracted with Neighborhood.

9. Which providers need to be credentialed?

We credential the following independently licensed professionals:

- Psychiatrist (MD)
- Psychologist (PhD, PsyD, EdD)
- Clinical Nurse Specialist (CNS)
- Nurse Practitioner – Behavioral Health
- Physician Assistant – Behavioral Health
- Licensed Applied Behavioral Analyst (LBA)
- Licensed Chemical Dependency Professional (LCDP)
- Licensed Independent Clinical Social Worker (LICSW)
- Licensed Mental Health Counselor (LMHC)
- Licensed Marriage and Family Therapist (LMFT)

Note: Physician Assistants must provide the name of a collaborating physician when not practicing in a group. The collaborating physician must be an in-network behavioral health provider. If your practice includes Licensed Clinical Social Workers (LCSWs), they must follow [Neighborhood's Supervisory Billing Payment Policy](#).

NaviNet Access

10. Is there a portal to check claims or eligibility?

We strongly encourage all behavioral health providers who have completed the contracting process [to register for a NaviNet account](#) to ensure you can check eligibility and claims without delay.

If you've registered for an account but haven't received confirmation that it's active within 5–7 business days, please [reach out directly to NaviNet support](#).

Please note: Neighborhood does not use NaviNet for electronic claims submission.

Payment Policies

11. What modifier should I use for supervisory billing?

Use the U5 modifier for all outpatient services rendered under supervision. Please refer to [Neighborhood's Supervisory Billing Payment Policy](#) for more details.

12. What modifier should I use for telemedicine services?

Please review the [Telemedicine/Telephone Services Payment Policy](#) for details on which modifier applies to each service.

Training Requirements

13. Does attending a Behavioral Health Orientation session count as completing the annual provider training?

No. In the fall of 2025, Neighborhood will release an updated annual training to comply with state and federal requirements. All providers will need to complete this updated training by December 31, 2025, regardless of whether you completed training earlier in the year. Additional details will be shared by October 1, 2025.

14. Who needs to complete Neighborhood's annual provider training?

Each provider organization must designate an authorized representative to complete the training and attest to having done so. By attesting, the representative agrees to review Neighborhood's training materials and ensure that all direct-care providers within the organization are educated.

Organizations may be asked to produce a list of practitioners who completed the training, so please keep documentation on file.

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

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