

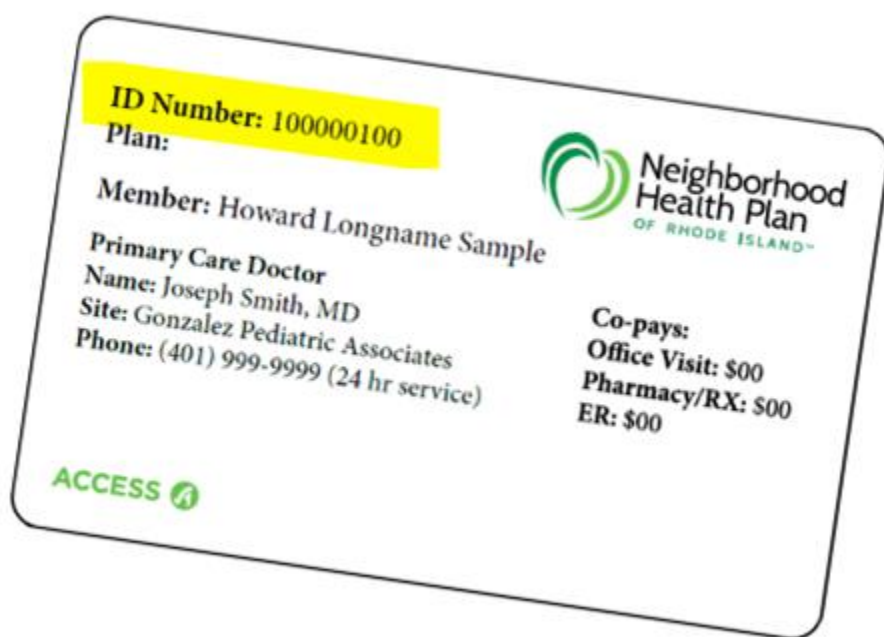
## Proper Use of Member Identification Numbers When Submitting Claims

September 5, 2025

Neighborhood Health Plan of Rhode Island (Neighborhood) reminds providers that when submitting claims or checking member eligibility on NaviNet, **a valid and properly formatted numerical member identification number** must be used exactly as it appears on the member's identification card.

Providers should ensure the full numerical member identification number is entered and not truncated or cut off. Claims submitted with incomplete or incorrectly formatted member IDs will be rejected or denied.

Please refer to the sample member ID card below, which highlights where the full member identification number is located.



*Note: This notice was sent via email on September 5, 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*