
Neighborhood to Manage Behavioral Health Services Beginning September 1, 2025

March 4, 2025

Effective for dates of service on or after **September 1, 2025**, Neighborhood Health Plan of Rhode Island (Neighborhood) will begin directly managing all behavioral health services for its members for all lines of business. Optum, the current behavioral health vendor, will continue supporting behavioral health services for all dates of service through **August 31, 2025**.

Behavioral health providers can continue to provide care to Neighborhood members as they do today. Members will not experience a disruption in care.

Effective September 1, 2025, behavioral health providers must be directly contracted with Neighborhood to provide services to Neighborhood members. **In order to contract with Neighborhood, all behavioral health providers must [complete an application](#)**, which will initiate the contracting process. Upon completion of the contracting process, training sessions will be scheduled to support behavioral health providers through this transition. Additional details on this transition can be found on the newly-launched [Behavioral Health Provider Page](#), which also includes answers to frequently asked questions.

To stay informed about this change and all Neighborhood news, providers and office staff, including practice managers and billing personnel, are encouraged to [sign up for email updates](#).

Thank you for your continued dedication to serving Neighborhood members. If you have any questions regarding this announcement, please contact our Provider Services team at 1-800-963-1001.

Note: This notice was sent via email on March 4, 2025 to all 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](#),