Community Behavioral Health: Provider Notification
Sending Requests for Interpretation Services via Protected Trust
November 26, 2018

Effective November 26, 2018, requests for language interpretation for CBH members should be sent via secured emails to CBH.Interpretation.Services@phila.gov. Interpretation services should be requested five days (at a minimum) in advance of the scheduled appointment.

When requesting interpretation, please copy, complete, and email the form below:

1. Name of member:
2. Identifying info (DOB and SSN or MA#):
3. Type of service (individual, family therapy, psychiatric evaluation, etc.):
4. Date of appointment:
5. Beginning and end times:
6. Location of appointment, including full address:
7. Contact person at your agency if interpreter needs help finding the location:
8. Language needed:
9. Preferred interpreter (if this applies):
10. Team or individual (American Sign Language only):

Per CBH Bulletin #08-03, the Department of Behavioral Health and Intellectual DisAbility Services (DBHIDS) will not reimburse providers for costs incurred for use of Spanish interpreters. DBHIDS expects providers to develop sufficient in-house capability to deliver behavioral health services to Spanish-speaking individuals.

CBH interpretation coordination is arranged through the Member Services Department. Member Service Representatives are available 24 hours per day, 7 days per week, to answer any questions you may have and can be reached at 1-888-545-2600.