



**Community Behavioral Health: Provider Notification
Claim Rejection and Opening
November 4, 2015**

Dear Providers,

CBH has decided to no longer reject claims that do not have open cases, and will now automatically open cases for CBH-eligible Members. As a result, our procedure for opening cases has changed, and is now solely focused on the collection of Performance Outcomes Measurement System (POMS; demographic codes on "Case Open Request form) data, which is required from the State. The new form will be called the "POMS Collection form" and is available from our Operations Support Services and Provider Relations staff. It is our hope that this change will lessen the administrative burden and redundancy that our Providers and staff had experienced with the old process. Please [click here](#) for more information.