



Community Behavioral Health: Provider Notification Changes to the CBH Compliance Department Audit Response Process March 9, 2016

The CBH Compliance Department has historically allowed providers to submit missing documentation and/or new paper claims as part of the provider's response to the audit. Two changes will go into effect for audits scheduled as of April 8, 2016, thirty (30) days from the date of this notice:

1. Decrease in Allowable Time for Submission of Missing Documentation in CBH Compliance Audits:

Providers are responsible for ensuring that documentation of services is present in the clinical record once services have been billed. Previously, providers have had until 5:00pm of the business day after the daily on-site audit to submit progress note and treatment plan documentation listed as missing at the audit. Providers will now only have until 10:00am the following business day to submit the documentation. It may still be submitted via hard copy, fax to 215-413-7552, or secure (Protected Trust) e-mail to the audit Team Leader. Providers may not create new documentation to replace that which is unable to be located. Also, please do not send original progress notes for review.

2. Discontinuation of Re-Billing for Date and Service Type Errors on New Paper Claims as Part of CBH Compliance Audit Response:

Providers are responsible for making sure that services are billed accurately. Previously, providers have been allowed to submit new paper claims to correct errors in date and type of service found by CBH Compliance Analysts during audits. CBH is no longer accepting new paper claims for the correct dates and types of service as part of the provider's response. Claims appeals will also not be accepted for these billing errors.

Questions regarding this Notice may be directed to CBH.ComplianceContact@phila.gov.