



**Community Behavioral Health: Provider Notification
CBH Provider Refusal Policy (updated from February 16, 2016)
July 28, 2016**

The CBH Provider Agreement requires that CBH network providers accept all CBH members who are authorized to receive a medically necessary level of care offered by a network provider (see CBH Provider Agreement Section II(A)(8)).

When CBH learns that a contracted provider has refused to accept a member who has been authorized for a given level of care, it will initiate a request for rationale which, if determined by CBH to be unsatisfactory, shall result in an Event of Default under the Provider Agreement. If the Event of Default is not cured within the time permitted under the Provider Agreement, the resulting penalty will be a \$5000 fine.

The February 16, 2016 notice indicated that CBH may employ any and all remedies under the CBH Provider Agreement. The current notice defines the remedy as the above referenced monetary sanction.

Providers are encouraged to review the CBH Provider Agreement and to direct any inquiries on this matter to CBH's Assistant Counsel at shloka.joshi@phila.gov.