



Community Behavioral Health: Provider Notification Communications Changes April 25, 2017

To streamline communication to the provider network, CBH is implementing the following changes:

1. The DBHIDS website will be the primary and most immediate source of CBH announcements. We will continue to post Bulletins and Notifications to the DBHIDS website to inform the provider community of new policies and procedures, upcoming trainings and events, new contracting opportunities, and other announcements.
2. CBH will discontinue the provider-specific CBH News Blast. To reduce the number of CBH emails that provider executive directors must review and distribute, we will no longer send Blasts to directors only. If providers wish to receive the general CBH News Blast for the wider stakeholder community (described in #3 below), please sign up on the DBHIDS website [here](#). This applies to directors who previously received the provider CBH News Blast, as CBH will not be transferring provider addresses to the general list. This will allow the option of designating specific and/ or multiple News Blast recipients moving forward, ideally reducing the burden on provider executive directors.
3. CBH will continue to send the general CBH News Blasts to all recipients who sign up on the DBHIDS website and will limit the frequency of these Blasts to twice weekly. These blasts will include 1) a summary of CBH/ DBHIDS announcements for the stakeholder community and 2) a summary of all recent website postings, including Bulletins and Notifications (the twice-weekly general CBH News Blast is now the primary mechanism CBH will use to alert providers of new website postings). This change is also intended to reduce the number of emails recipients must manage.

These changes are effective immediately. As we transition to the above processes, please continue to check the DBHIDS website regularly for all CBH announcements, and be sure to sign up for the [CBH News Blast](#) if you would like to receive the twice weekly summaries.

Please direct all questions regarding these changes to CBHNDTechnicalAssistance@phila.gov.