



## **Community Behavioral Health: Provider Notification Time Access to Outpatient Services June 4, 2019**

The timeliness of a behavioral health intervention has been consistently proven to be of crucial importance in ensuring more positive outcomes, potentially reducing time in intensive treatment, and maintaining overall health and wellness.

This notification serves as a reminder that Community Behavioral Health's (CBH) in-network outpatient providers are required to document service accessibility for the contracted service(s) delivered. The Pennsylvania HealthChoices Program Standards and Requirements requires that an in-network provider provide face-to-face interventions within 1 hour for emergencies, within 24 hours for urgent situations, and within 7 days for routine appointments and specialty referrals.<sup>1</sup>

As stated in the CBH Provider Agreement, providers shall comply at all times with the Agreement, the Program Standards and Requirements, and all current rules, regulations, policies, and protocols as set forth in the CBH Provider Manual.<sup>2</sup> The Program Standards and Requirements and the CBH Provider Manual are both available on the CBH website at [cbhphilly.org](http://cbhphilly.org).

---

<sup>1</sup> Pennsylvania Department of Human Services, *HealthChoices Behavioral Health Program Standards and Requirements, Primary Contractor II-5.F.1.*

<sup>2</sup> Community Behavioral Health Provider Agreement § II, A., (1).