



Community Behavioral Health: Provider Notice Expedited Complaint Process February 4, 2020

This Notice is to inform you of CBH’s Expedited Complaint Process. Appendix H of the Pennsylvania HealthChoices Program Standards and Requirements details the criteria for a complaint to be expedited. CBH shall consider if a “member’s life, physical or mental health, or ability to attain, maintain, or regain maximum function would be placed in jeopardy by following the regular Complaint process” when determining if a complaint should be expedited or remain as a standard complaint.

In order to determine if a complaint should be expedited, a member of the CBH Complaints and Grievances team will contact the identified provider to review the complaint and ask for both a response and supporting documentation. Because the request for information is time sensitive, a response is required by the due date identified by the Complaints and Grievances team member at the time of initial outreach. Upon receipt of the requested information and documentation, it will be shared with a CBH physician, who will decide if the complaint should be expedited. The CBH Complaints and Grievances team will communicate to the provider the date of the hearing if the decision is to expedite the complaint. Please note that if a member requests the provider to be part of the complaint hearing, a provider representative who is knowledgeable about the complaint must participate.

Please direct any questions about this Notice to your Provider Relations Representative.