



Community Behavioral Health: Provider Notice Member Walk-Ins February 6, 2020

Effective March 6, 2020, CBH will be unable to accommodate unscheduled member visits at our 801 Market Street administrative office. More effective linkages to services and care coordination can be provided telephonically via CBH's 24/7 Member Services department.

Complaints and grievance hearings are scheduled in advance with members. All other services are conducted via the Member Services call center unless otherwise scheduled.

CBH's Member Services Department provides 24/7 telephonic assistance to CBH members, including linkages to treatment and services and assistance with filing complaints and grievances about services and/or the providers of those services.

Member Services can also assist members with questions about their eligibility and access to medical records as well as help with navigating the behavioral health system. Member Services Representatives can be reached at 1-888-545-2600.

For members who are in crisis, providers should facilitate connection to the closest Crisis Response Center or other urgent care treatment facility.

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