



Community Behavioral Health: Provider Notice Suspension of Provider Rate Requests March 30, 2020

In January 2020, Community Behavioral Health (CBH) instituted a new rate request process designed to streamline the request process, create greater transparency, and support alignment with system priorities.

In response to the COVID-19 pandemic, CBH developed an Alternative Payment Arrangement (APA) for its network to ensure that providers remain operational, to maintain access to services for members, and to mitigate against any potential adverse financial consequences associated with the crisis.

The APA will commence with dates of service effective April 1, 2020, and is based on an aggregate average of 2019 payments, factoring in rate rebasing from 2019 and 2020. This will allow for a consistent monthly payment to help support our providers' operational and financial stability.

Consequently, CBH is suspending the rate request process until such time that the APA is terminated. We will not be accepting or considering any rate requests during this time. Once the APA has been terminated and typical claims processing and payments resume, CBH will reassess its financial position. We will advise when we are re-instituting the rate request process.

We appreciate your continued partnership. Please direct any questions to your Provider Relations Representative.