



**Community Behavioral Health: Provider Notice
Two-Step Verification for Change in Financial Institution
Regarding Electronic Fund Transfer
October 6, 2020**

As an added security measure, Community Behavioral Health (CBH) will be implementing a two-step verification process when a provider requests to change their financial institution regarding electronic fund transfer. CBH will continue to require providers to submit a letter from their financial institution confirming the change or a voided check. CBH's Finance Department will issue a letter confirming the change via an electronic transmission managed using DocuSign, along with a verbal confirmation with the authorized representative or delegated official named to confirm the legitimacy of the request.

CBH is requesting each provider submit the name, e-mail address and telephone number for their authorized representative and one delegated official who can approve a change request in financial institution to their assigned CBH Provider Relations Representative by November 1, 2020.

Please direct questions regarding this Notice to your assigned Provider Relations Representative.