

Can I still receive mental health, behavioral health, and/or substance use services at this time?

Yes. Pennsylvania has relaxed program rules to allow healthcare providers to offer services using “telehealth.”

Telehealth is a way to provide health services from a distance using technology. Services may be provided over the phone or in two-way video calls (like Skype, FaceTime, etc.).

Can I still receive interpretation services at this time?

Interpretation services are also available over the phone during this emergency period.

Am I able to receive medication during this time?

Yes! This is being prioritized by most treatment providers. Instead of meeting with a psychiatrist in person, your psychiatrist can call you over the phone. Psychiatrists can continue to prescribe medication. Pharmacies will continue to be open.

Providers are able to offer medication-assisted treatment as a take-home medication for members who are stable. Please speak with your behavioral health provider regarding take-home medication if you are interested. Please contact CBH Member Services should you have concerns or need assistance advocating. Our Member Services Representatives can call provider agencies to assist in coordinating your care.

How is CBH coordinating care around COVID-19, the Coronavirus?

CBH is working hard to make sure that you can continue to receive behavioral health treatment in the safest manner possible. Although the CBH office is not physically open currently, we are still actively operating, and all CBH staff are currently working from different locations. CBH Member Services continues to be available to you 24 hours per day, 7 days per week. We are in daily communication with our providers about how they are continuing to operate.

What do I do if I am unable to get in contact with my provider?

Please contact CBH Member Services and share your concerns. A Member Services Representative will assist you in determining if the agency where your therapist works is able to offer an in-person appointment or a visit using telehealth. If telehealth is available, the Member Services Representative will make sure that you are able to get in contact with the agency. If the agency your therapist works for is temporarily closed, the Member Services Representative will assist you in finding a different therapist or agency where you can temporarily receive services.

Am I still required to attend group sessions?

Please speak with your behavioral health provider regarding their current practices. Current program practices have changed to keep everyone safe, so group therapy should not be viewed as “required” in-person participation during this period of recommended social distancing and stay at home orders

(see the “social distancing” and “stay at home order” sections). Providers may be able to offer group therapy via phone call or video conference calls.

What if I am unhappy with my services?

Please contact CBH Member Services to file a complaint. Once the Member Services Representative files your complaint, you will be transferred to the CBH Quality Warm Line to confirm the details of your complaint. You will receive a call from a CBH Quality Representative to share the outcome of your complaint.

What if I receive a denial of services?

Please contact CBH Member Services to file a grievance. Once the Member Services Representative files your grievance, you will be transferred to the CBH Quality Warm Line to confirm the details of your grievance. You will receive a call from a CBH Quality Representative to share the outcome of your grievance.

Can I continue to receive services if I am diagnosed with COVID-19, the Coronavirus?

You may be placed in quarantine if you are diagnosed with COVID-19, the Coronavirus. However, you are still eligible to receive telehealth services. Please contact CBH Member Services if you have specific concerns surrounding your care.

I know that I’m supposed to stay home, and most businesses are supposed to close, but can I still...

Go to work?

Not unless you work for an organization that has been identified by the City of Philadelphia or by the State of Pennsylvania as an essential business or service provider. You’re also not supposed to travel—including “on foot, bicycle, scooter, motorcycle, automobile or public transit”—unless it’s to do one of those essential things.

Go outside?

Yes, but only if you can stay at least six feet away from any people you don’t live with. That applies to shared outdoor space, like at your apartment complex or in parks.

Hang out with friends at their houses or at my house?

The City of Philadelphia has ordered that “all public and private gatherings of any number of people occurring outside a single household or living unit are prohibited,” and that any time you leave your house, even for essential reasons, you should be able to stay at least six feet away from others.

Go shopping?

All retail locations, unless they are considered “essential,” will be closed. However, you can leave your home to buy groceries, medicine, and cleaning/sanitizing supplies. Please check to see if the store you want to visit is open in advance of leaving your home.

What is the difference between a quarantine and social distancing?

Social distancing is allowing more space than usual (six feet if possible) between people to slow the spread of a sickness. A quarantine is used to keep someone who is sick away from other people to keep others from getting sick. CBH is encouraging that our members and provider network follow the Centers for Disease Control guidelines related to COVID-19 at this time.

What is a stay at home order?

A “stay at home” order can also be called a shelter-in-place order. The goal of a stay at home order is to keep as many people in their homes/shelters as possible to avoid getting sick. The order states we should only leave our homes/shelters for emergencies, medical care, or essentials such as groceries.

For any other questions you may have regarding CBH operations during the COVID-19 pandemic, please contact CBH Member Services at 888-545-2600.

For the most up-to-date information from the City of Philadelphia regarding safety measures and restrictions, visit:

phila.gov/programs/coronavirus-disease-2019-covid-19/

Si desea recibir esta carta en español, llame al 1-888-545-2600 y solicite una copia en su idioma preferido.

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Если вы хотите получить это письмо на русском языке, позвоните по телефону 1-888-545-2600 и попросите предоставить вам письмо для членов плана на том языке, который вы предпочитаете.

Si ou ta renmen resevwa lèt sa a an kreyòl ayisyen, tanpri rele 1-888-545-2600, epi mande yon kopi lèt manm lan nan lang prefere ou.

إذا كنت تريد تلقي هذا الخطاب باللغة العربية، فيرجى الاتصال على الرقم 1-888-545-2600 وطلب نسخة من خطاب الأعضاء بلغتك المفضلة.

如果您希望收到这封信的中文版本，请致电 1-888-545-2600，索取一份您的首选语言版本的会员信副本。