

As a CBH member, your care is always important to us.

Even though we are faced with new challenges due to the COVID-19 pandemic, most of the CBH Provider Network remains open for referrals and ready to provide treatment to CBH members.

**If you or a family member are experiencing a crisis or psychiatric emergency**

- ➔ **CONTACT** CBH Member Services 24 hours a day, 7 days a week at **1-888-545-2600**, to inquire about provider locations and current inpatient bed availability. *Member Services Representatives can contact Crisis Response Centers or Assessment Centers on your behalf to obtain information about current wait times and bed capacity.*
- ➔ **VISIT** a local Crisis Response Center, your nearest emergency room, or contact the Philadelphia Crisis Line at 215-685-6440.

During COVID-19, staffing at provider locations may be decreased, and this may cause longer wait times or changes in service procedures. We understand that behavioral health services are critical right now, and we appreciate your patience and flexibility when seeking treatment.

Providers are working hard to keep you safe during this time. Provider staff and CBH members are required to wear masks and remain six feet apart at all care locations for the safety of all.

**If you are not experiencing an emergency**

- ➔ **CONNECT** to an outpatient care location through CBH Member Services, 24 hours a day, 7 days a week at **1-888-545-2600**. *During COVID-19, outpatient treatment is still available through telehealth, telephone, or video conference call.*

For questions about provider locations or available treatment, contact CBH Member Services at **1-888-545-2600**.

*For the most up-to-date information from the City of Philadelphia regarding COVID-19 safety measures and restrictions, visit:*

*[phila.gov/programs/coronavirus-disease-2019-covid-19/](https://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.**

**ប្រសិនបើអ្នកចង់ទទួលបានលិខិតនេះជាភាសាខ្មែរ សូមទូរស័ព្ទទៅលេខ 1-888-545-2600 ហើយស្នើសុំច្បាប់ចម្លងនៃលិខិតសមាជិកភាសាខ្មែរអ្នកចង់បាន។**

**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。**