

## Use of Out-of-Network Provider

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Community Behavioral Health (CBH) requires members to utilize in-network providers for all covered services, with a few exceptions. Providers who make referrals for CBH members should thus refer only to in-network providers, unless one of the following applies:

- ➡ Emergency services are necessary
- ➡ No current network provider is available to accept the referral
- ➡ Continuity of care purposes

All out-of-network referrals must be pre-authorized to demonstrate the medical necessity and lack of available in-network resources to meet the member's behavioral health needs. Providers must contact Members Services for all such outpatient requests at 888-545-2600 and the Psychiatric Emergency Service (PES) line at 215-413-7171 for all intensive outpatient (IOP) and bed-based out-of-network requests.

Contact your assigned provider relations representative with your questions.