

Use of Artificial Intelligence

CBH recognizes that Artificial Intelligence (AI) has the potential to dramatically impact the behavioral health field. We strive to ensure that the evolution of AI in behavioral health benefits our members and the provider network in an effective and equitable manner, and one in which our members' and providers' confidential information is safeguarded. CBH is in the process of exploring the benefits and limitations of AI use, along with the legal implications of the emerging AI technology use within behavioral health service delivery.

Currently, CBH is prohibiting providers and external stakeholders from using AI note takers (aka bots) platforms to record, take notes, create summaries, etc. in meetings with CBH staff and leadership. Through partnership and collaboration with our provider network, CBH will explore safe, secure, and appropriate uses of AI within our network.

Contact your Provider Relations Representative with your questions and/or concerns.