

Recredentialing Changes

This provider bulletin is to advise of a change in the recredentialing process for CBH in-network facilities. Effective April 6, 2025, CBH will assume responsibility for both initial and recredentialing activities for its provider network. With this shift, the Network Improvement and Accountability Collaborative (NIAC) will be responsible for credentialing county-funded programs only.

This decision was made to allow CBH to align with the credentialing processes utilized by other behavioral health managed care organizations (BH-MCO) across the state and to better align NIAC's focus and resources with our system's evolving needs.

For CBH in network programs, the provider recredentialing process will mirror the initial credentialing process. This process will be a primary business documentation review and site visit when this process involves non-accredited providers. If the provider submits a clean recredentialing file and there are no quality and/or compliance concerns, the provider will be recommended for a three-year recredentialing status for Credentialing Committee approval. Providers will continue to be monitored for quality and compliance concerns or improvement through CBH's standard oversight and monitoring mechanisms.

Please refer to the CBH Provider Manual for additional information on the credentialing and recredentialing process.

Please note that providers contracted with both CBH and DBHIDS will continue to have their county-funded programs credentialed by NIAC and should refer to the DBHIDS Network Inclusion Criteria (NIC) in addition to the CBH Provider Manual.

If you have any questions or concerns, please contact your provider relations representative or call the Provider Relations Hotline at 215-413-7660.