

Open Network Limitations

To maintain access and provide members with as much choice as possible in selecting a treatment provider, CBH utilizes an “open network” for specific services or levels of care (LOC). The most current listing of applicable LOCs can be found at: <https://cbhphilly.org/cbh-providers/provider-network/open-network/>.

The open network is designed to utilize a rolling application system to streamline the credentialing process for applicable providers. It is important to remember that successful credentialing is not a guarantee for contracting or inclusion in the CBH network of providers.

Additionally, CBH may choose to deny an application, even for providers who have services that fall within an open-network LOC, for a number of reasons. These include, but are not limited to:

- ➡ Previous network removal within the last five years
- ➡ Failure to comply with a CBH Provider Agreement for another contracted LOC or service in the provider family (e.g., not providing the required notification for the termination of a program, etc.)
- ➡ Significant quality of care concerns, past or present
- ➡ Unresolved allegations of abuse or neglect by the provider or its staff
- ➡ Pending or ongoing litigation against the provider or its staff
- ➡ Outstanding financial obligations owed to CBH, the City, the state, or federal entities
- ➡ Exclusion by state or federal agencies from participation in Medicaid or federal health care services of the provider and/or its staff

The decision to deny credentialing or contracting will involve feedback from the CBH Credentialing Committee but is ultimately the decision of the CBH officers. Once a decision is rendered, it is final.