

Assertive Community Treatment (ACT) Referrals

This bulletin is to inform the network of changes to the authorization practices for Assertive Community Treatment (ACT).

Effective April 6, 2026, referrals for ACT should continue to go to ACT providers, who will review referrals for medical necessity. ACT teams will send approved referrals to CBH via [CBH Provider Portal](#).

ACT providers should continue to submit the [ACT Outcome Assessment Form](#) to CBH via secured email for all ACT referrals that do not meet medical necessity.

CBH will review referrals received within two business days. ACT providers will be notified of the outcome of the referral via the CBH Provider Portal, and this process will follow the Prior Authorizations section (currently 3.4.3.) of the [CBH Provider Manual](#).