

## Changes to Provider Agreement Relating to Use of Offshore Resources

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This bulletin serves as notice of an amendment to Section II.G. of the Provider Agreement as reflected below. In alignment with the City of Philadelphia Terms and Conditions Relating to Protected Health Information (“City PHI Terms”), effective April 12, 2026, CBH providers shall not disclose, transmit, or permit access to member PHI in any form or medium to any third party beyond the boundaries and jurisdiction of the United States without prior express written authorization from CBH.

***Section II. Responsibilities of Provider.***

**G. Offshore Contracting.** *No Covered Services under this Provider Agreement may be performed outside of the United States without CBH’s prior written consent. In addition, Healthcare Provider will not hire any individual to perform any services under this Provider Agreement if that individual is required to have a work visa approved by the U.S. Department of Homeland Security and such individual has not met this requirement. Healthcare Provider shall notify CBH of any use of an offshore subcontractor. Provider shall not disclose, transmit, or permit access to member PHI in any form or medium to any third party beyond the boundaries and jurisdiction of the United States without prior express written authorization from CBH.*

All terms and conditions can be viewed via [eContractPhilly](#) (under the “About” tab as “Terms and Conditions Relating to Protected Health Information”).

Please submit any questions or concerns to your assigned provider representative by April 12, 2026.