

## Assertive Community Treatment (ACT) Referrals

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This bulletin is to inform the network of changes to the authorization practices for ACT.

Effective July 16, 2026, CBH providers should utilize the [CBH ACT Referral Form](#) for member referrals and submit them via the [CBH Provider Portal](#). Approved referrals will then be appropriately delegated to ACT providers based on capacity and member needs. Non-CBH member referrals will still go directly to ACT providers.

CBH will review referrals within two business days. Providers will be notified of the outcome of referral via the portal and this process will follow the prior authorization section of the [CBH Provider Manual](#).

Please see below for additional resources to utilize during this transition:

- ➔ [Sign up for Provider Portal training and support sessions](#)
- ➔ [CBH Portal Support](#)
  - » Provider Portal Glossary
  - » Portal FAQ
- ➔ [Technology for Providers](#)

For any additional questions regarding the CBH Provider Portal, please contact [CBHProviderPortalSupport@phila.gov](mailto:CBHProviderPortalSupport@phila.gov).