

## Provider Language Data Collection

This notice serves as an update on the Community Behavioral Health (CBH) language access data collection within the CBH provider application. In accordance with the Provider Agreement, providers are required to submit an accurate application annually and submit information when and as requested by CBH to maintain an updated provider profile in CBH’s provider database.

To accommodate the various languages represented by our communities, the CBH provider application has been expanded to capture additional languages spoken on an executive and direct service level, as well as now also including additional fields for independent practitioners. We appreciate your ongoing collaboration regarding this process. Please direct any questions regarding this matter to your assigned provider relations representative.

### CBH Member Language Profile

Annually, CBH reviews eligibility profiles received from the State reporting file to assess primary language of members. This language data is used to identify needs and resources for the provision of interpretation and translation services. In March 2026, CBH reviewed 738,407 eligibility profiles from the previous year to identify the languages spoken by eligible members. The table below shows CBH’s eligible member threshold languages (i.e., languages spoken by 5% or 1,000 eligible members, whichever is less).

Primary Language	# Eligible Members	% Eligible Members
English	628901	85%
Spanish	58974	7.9%
Chinese; Mandarin	8014	1.0%
Haitian Creole	6322	0.8%
Russian	5868	0.7%
Vietnamese	3645	0.4%
Arabic	3060	0.4%
Chinese; Cantonese	2902	0.3%
Portuguese	2893	0.3%
Ukrainian	2486	0.3%
Cambodian	1882	0.2%

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Primary Language	# Eligible Members	% Eligible Members
Uzbek	1797	0.2%
French	1303	0.1%

### Provider Language Assistance Resources

Under Title VI of the Civil Rights Act, and as outlined in the CBH Provider Agreement, providers who receive federal funds are responsible for making language and communications services available to individuals with limited English proficiency (LEP) and should have an internal language access plan to do so. When no other services are available, providers should utilize the [language assistance resources](#) listed on CBH’s website.

These resources offer information on how to obtain and/or access:

- ➔ Individual language needs of CBH members
- ➔ Copies of language identification guides
- ➔ Language interpretation services
- ➔ Language interpretation resources availability and accessibility overview training for CBH providers

For questions regarding language assistance resources, contact the CBH Member Services Interpretation Team (MSIT) at 888-545-2600 (24 hours a day, 7 days a week) or via email at [cbh.interpretation.services@phila.gov](mailto:cbh.interpretation.services@phila.gov).