

## Claim Appeal Process Update

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To streamline and improve the appeal process, CBH will transition appeal submissions to the *Converter* application, effective May 12, 2026.

Under this new process, providers will be able to:

- ➔ Complete the appeal form directly within the application
- ➔ Upload supporting documentation
- ➔ Enter claim information or select existing claims from the system to attach to the appeal

Once an appeal is approved, CBH will automatically process the associated claims. All communication related to the appeal, including status updates and determinations, will be issued through an appeals module.

To support this transition, CBH will host multiple training sessions in April/May 2026 to review the new appeals module and walk through the updated process.

If you or any other members of your organization who require access are not linked to the *Converter* application, please request a form from your claims analyst and return it to [viktorija.feldman@phila.gov](mailto:viktorija.feldman@phila.gov).

The information sessions will be held on the following dates:

- ➔ April 28, 2026 from 11 a.m. to 12 p.m. and 2 to 3 p.m.
- ➔ April 29, 2026 from 2 to 3 p.m.
- ➔ April 30, 2026 from 11 a.m. to 12 p.m.
- ➔ May 1, 2026 from 11 a.m. to 12 p.m.

The sessions will be hosted by CBH via [Microsoft Teams](#), Meeting ID: 296 622 302 374 67, Passcode: 4Dn7bw2a.

Thank you for your cooperation as we implement this enhancement to the appeal process. If you have any questions, please reach out to Nil Gok at [nil.gok@phila.gov](mailto:nil.gok@phila.gov).