Change to Psychiatric Rehabilitation Services (PRS) Submission

Due to technical issues with the CBH Provider Portal, we cannot accept new PRS referrals and initial reviews (submissions of the most recent Individual Rehabilitation Plans and assessments) through the portal in preparation for our original launch date of July 1, 2026.

In place of the portal, please submit both new referrals and initial reviews for transitioning members via your agency's folder in CBH Box.

The CBH Box platform is HIPAA-compliant and ensures that all PHI and member information can be securely shared between CBH and the Provider Network. This is the same electronic folder providers have used for desk reviews. Folders have been updated to reflect this update, and additional resources will be provided. Our CBH team will be reaching out to anyone who does not yet have access to their agency's Box folder.

As a reminder, this process change will not affect any authorizations generated for members transitioning from Community Integrated Recovery Centers (CIRCs) to PRS. This change also does not impact the CIRC rate sunsetting (see **Bulletin 26-11**) and the new billing schedule (see **Bulletin 26-14**). The only change is the location where you upload documents for the initial review and any new referrals. We apologize for the inconvenience.

If you have any questions, please contact Grace Kim, Project Manager, at **grace.kim@phila.gov**.