

Complaint and Grievance Process

This notice serves as a reminder to the Community Behavioral Health (CBH) provider network that providers must display information at their provider sites about how members can file a complaint or grievance with CBH.

The display should also include that members will not incur a fee for filing complaints or grievances with CBH at any level of the process.

If you have any questions please contact Kelley Berke, Manager of Complaints and Grievances, at 267-602-2215.