Provider Portal: Phase One

The CBH Provider Portal went live on Oct. 30, 2024, offering limited access to a small cohort of providers as part of an ongoing testing, training, and development plan. **CBHPhilly.org** has been updated to display a login link on the top menu, directing users to an informational page with login links and resources for CBH members and providers. Provider leadership will be notified directly when they are scheduled to gain access.

CBH has implemented additional security measures to access the Provider Portal within the Okta Single Sign-On (SSO) interface, allowing a single, secure login experience for the Portal and other CBH applications used by provider staff. Providers have identified Portal Administrators who will receive access to both the Portal and Okta tools to manage provider users.

Requests to add or change administrators should be submitted via email to the assigned Provider Relations Representative. All other inquiries may be submitted to **CBHProviderPortalSupport@phila.gov**.

Phase 1 Portal Functions

➡ **Benefits and Eligibility:** Allows access to view a member's CBH eligibility status and history once identifying information is entered. CBH has one benefit plan: CBH Medicaid. Third party liability (TPL) information is not displayed at this time; however, the CBH Provider Portal contains a link to the PA PROMISe portal.

➡ **Code Lookup:** Reference for diagnosis and procedure codes used in CBH and medical record systems. CBH Level of Care (LOC) codes are included as a reference set of six-digit codes required for authorization requests.

➡ **Document Manager:** Enables viewing of secure documents shared by CBH or associated with authorization requests. Documents may be uploaded for secure sharing with CBH, but sharing between provider users is not available at this time.

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➡ **Secure Messaging:** Users will have an individual mailbox with their name and access to secure message inboxes for each Provider Service Location (PSL), or Child ID, that is part of the parent provider organization's contract with CBH.

➡ **Patient Management:** Allows users to search for and focus all results on one CBH member at a time. Once a member is selected, additional options (Benefits and Eligibility, Referrals and Authorizations) appear on the menu.

➡ **Provider Directory:** Links to CBH's Provider Directory

➡ **Referral-Authorization Inquiry:** Enables viewing and searching of authorization history from Jan. 1, 2016, to the present.

➡ **Policies and Guidelines:** Provides links to CBH Medical Necessity Criteria, the CBH Provider Manual, instructions to request a peer-to-peer review, CBH bulletins and notices, and the PA PROMISe portal.

Please note that authorization submission, as well as claims view and submission, are not available in this first phase of the Portal implementation. CBH encourages you to explore the Prior Authorization and Service Registration Request forms and provide feedback as we finalize this service option. The Provider and Member Portals will gain additional functionality in future phases as part of an ongoing strategy for technological innovation.