

Important Update: Social Security Number Requests for Members

Community Behavioral Health (CBH) is committed to protecting the privacy and security of our members' information. As part of ongoing efforts to maintain compliance with privacy regulations and ensure data safety, we want to remind all in-network providers that CBH is unable to provide a member's Social Security number (SSN), including when making referrals to community-based providers. This protocol has been implemented to align with best practices for safeguarding sensitive member information and minimizing the risk of unauthorized access.

CBH Member Services staff can provide the following information to help identify members:

- ➔ Name
- ➔ Date of birth
- ➔ CIS number

CBH expects providers to proceed with scheduling appointments based on the information provided. The absence of the Social Security number should not cause any delays in the scheduling process.

We appreciate your understanding and cooperation in ensuring the privacy and security of our shared members. Should you have any questions or require further assistance, please contact CBH Member Services at 1-888-545-2600 or cbh.memberservices@phila.gov.