

PROVIDER NOTICE ON RESUMPTION OF UNANNOUNCED AUDITS AND REMINDER RELATED TO CBH FRAUD, WASTE, AND ABUSE HOTLINE POSTING

Effective immediately, CBH Compliance will resume unannounced audits as described in the CBH Provider Manual (see page 74; section 5.6.1). Unannounced on-site audits are typically only used in cases where a targeted audit is conducted. When possible, CBH Compliance will continue to utilize remote access and desk audits as well. Providers should have staff available to access medical records on-site during normal business hours to facilitate these audits.

In addition, and as has been covered in previous CBH Provider Notices, CBH providers are reminded that CBH maintains a hotline for the reporting of fraud, waste, and abuse by CBH employees, vendors, contractors, members, and network providers. Per the CBH Provider Manual (See page 70, section 5.2.1), it is mandatory that providers display the hotline posting in a location visible to CBH members and provider staff.

An updated version of the posting can be found here:

- English - <https://cbhphilly.org/wp-content/uploads/2023/04/FWA-Posting.pdf>
- Español - <https://cbhphilly.org/wp-content/uploads/2023/04/FWA-Posting-esp.-1.23.2015.pdf>

Reports can be made anonymously via phone or email. CBH on-site audits may include requests to view the posting.

Please contact the CBH Compliance Department at CBH.ComplianceContact@phila.gov for any questions regarding this Provider Notice.