

Updates to the Rate Increase Request Process

This bulletin serves as notification of changes to the rate increase request process for non-standard rates. Effective July 1, 2024, providers will be required to submit all requests using CBH's [Rate Increase Request Submission Form](#) via Smartsheet. All sections of the Smartsheet form must be completed, which includes attaching a letter justifying the need for a rate increase, a completed Rate Request Documentation Package (Appendix A-D), and the provider's most recent audited financial statement. The provider must use the designated Rate Request Documentation Package forms and submit them in an editable Excel worksheet. Providers may submit only one request per calendar year for a level of care at a specific service location.

Rate increase requests are reviewed biannually and are due by March 15 and September 15. All requests received by March 15 will have a decision made by June 1, and all requests received by September 15. will have a decision made by December 1.

Please note that only requests for non-standard rate increases are reviewed individually. Standard rates are reviewed collectively and routinely by CBH's Finance department. While requests submitted for standard rates will not be individually considered, providers with standard rates are encouraged to notify CBH of financial challenges as they arise, as this information will inform CBH's rate rebasing decisions during the collective consideration.

Any questions should be directed to your assigned Provider Relations Representative.