

Departmental Name Changes

To align with industry standards and to better reflect the respective scopes of work, two Community Behavioral Health (CBH) departments have changed names effective May 28, 2024. The CBH Compliance department is tasked with identifying and addressing potential Fraud, Waste and Abuse in the provider network. The scope of responsibilities includes practitioner credentialing, establishing claim edits, conducting post payment claim audits, and education and training. Moving forward, this group, whose responsibility and staffing remain unchanged, will be known as the Program Integrity Unit.

Within CBH, the Internal Compliance and Risk Management department works to ensure that CBH adheres to our city, state, and federal requirements. This is done in a similar manner utilizing audits, training and education, and the convening of a Corporate Compliance Committee. Moving forward, this group will be known as the CBH Compliance Unit.

In the coming weeks, you may notice subtle changes to organizational charts, contact emails, and electronic signatures from Program Integrity and Compliance staff as we complete the name transition of the two departments. Should you have any questions please contact your provider relations representative or our general email account at CBH.ComplianceContact@phila.gov.