As we work together to navigate this global, unprecedented challenge, Community Behavioral Health (CBH) wants to clarify a few administrative points:

1. When services are delivered to a CBH member via telehealth, we ask that your billing department use Place of Service code 99 (POS) on the claim form. We are hoping that this is a simple change, but please inform your assigned Provider Relations Representative if this presents a significant challenge. This request is to aid CBH in defining expenditures related to the lessening of regulations during the pandemic. Once we resume normal operations, it will be important to quantify expenses that were related to ensuring that our members were served during the crisis.

2. When services are delivered to a CBH member who has a primary insurer other than CBH (e.g. a person who will require coordination of benefits (COB)), we will continue to require that the provider coordinate those claims. We have not been informed by the Centers for Medicare and Medicaid Services (CMS) or by the Pennsylvania Office of Medical Assistance Programs (OMAP) that there is any relaxation of the Third-Party Liability (TPL) rules. However, we want to assure you that the Alternative Payment Arrangement (APA), which has been approved by OMHSAS, has the TPL/COB expenses already factored in. This means that the APA payments that have been determined will already include the monies CBH has paid through the coordination process.

We want to thank all of you for your continued partnership during this challenging time.

Should you have any questions about this Bulletin, contact Nil Gok via email at: nil.gok@phila.gov.