If you suspect any type of fraud, waste, or abuse by a Community Behavioral Health (CBH) member or employee, or by a behavioral healthcare provider, you may call the CBH Compliance Hotline or send an email to the Compliance Department to make a CONFIDENTIAL report.

**FRAUD** is “an intentional deception or misrepresentation that is made by an individual who know it to be false and who receives an unauthorized benefit from the action.”

**WASTE** is “an overutilization of services or other practices that results in unnecessary costs.”

**ABUSE** is “payment for those items or services, where no legal entitlement exists and for which the healthcare provider has not knowingly or intentionally misrepresented the facts to receive payment.”

1-800-229-3050
OR
CBH.compliancehotline@phila.gov

You may leave a message on the confidential voicemail 24 hours a day, 7 days a week. To speak directly with Compliance staff, please call during the following hours:

- Monday through Friday
  - 9:00am – 11:00am
  - 2:00pm – 4:00pm

OR, you may send an email to the confidential inbox cbh.compliancehotline@phila.gov and Compliance staff will respond within 48 business hours.

REMEMBER: The information you provide will remain confidential.