

Community Behavioral Health

Compliance Hotline

For reporting fraud, waste, and abuse

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.”

Community Behavioral Health
801 Market Street, 11th Floor
Philadelphia, PA 19107

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.



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