



CBH Provider Notification August 31, 2018

Per recommendations by the Office of Mental Health and Substance Abuse Services (OMHSAS), Community Behavioral Health (CBH)'s Quality Management (QM) Department will be completing complaint investigations *onsite at provider locations*, effective for all complaints filed 9/1/18 and after. In response to the complaint, QM will contact the provider to 1) notify them of the complaint, 2) communicate what will need to be available the day of the review, and 3) schedule a date and time to complete the investigation. Consistent with current practice, CBH may review medical records, provider policies and procedures, video footage, and conduct interviews of involved staff and member(s) as part of the investigation. CBH may request copies of items reviewed while onsite. Please direct questions about this Notification to Kathleen Painter, Assistant Director of Quality Management, at 215-413-7568 or at Kathleen.painter@phila.gov.