



Provider Bulletin 18-18 Updated Credentialing Manual and Policy Requirements



November 7, 2018

Community Behavioral Health (CBH) has issued a new [Credentialing Manual](#) that will go into effect on December 7, 2018. The Credentialing Manual replaces the 2004 Credentialing Manual, and this former version is no longer valid as of December 7, 2018.

The Credentialing Manual is a component of the CBH Provider Manual and will assist prospective and current providers in navigating credentialing processes. The Credentialing Manual comprises the initial and re-credentialing processes for independent and group practitioners, including the delegated credentialing process, as well as initial and re-credentialing processes for facilities. It is the responsibility of all CBH-contracted providers to be familiar with and adhere to the policies and procedures contained within the Manual.

The updated Manual includes new policy requirement checklists to assist providers in developing and maintaining policies that adhere to CBH standards. **As of December 7, 2018, all CBH in-network parent organizations and facilities are required to maintain policies and procedures outlined in Appendix P of the CBH Credentialing Manual for Network Providers.** All policies and procedures must comply with the checklist standards specified in Appendix Q of the Manual.

New parent organizations and facilities entering the CBH provider network must have policies reviewed and approved by CBH to complete the initial credentialing process. Parent organizations and facilities currently participating in the CBH network must maintain policies on site to reflect current program operations. Any revised policies and procedures must be presented to the Network Inclusion and Accountability Collaborative (NIAC) at the time of the next scheduled re-credentialing visit. Finally, policies and procedures must be provided upon request to CBH or NIAC for compliance or quality monitoring purposes.

Policy and procedure requirements are not applicable for independent practitioners and group practices.

We hope you find the updated Credentialing Manual a helpful tool in working with CBH to provide quality care to members. We welcome your feedback about how we can make our Manual even better and more helpful to you. Please email comments about the Manual and/or questions regarding this Bulletin to CBH.ComplianceContact@phila.gov.