

**About
CBHNP**

Community Behavioral HealthCare Network of Pennsylvania (CBHNP) is a full-service behavioral health managed care company that supports over 3 million Members through specialized behavioral health and human service programs in the public and private sector:

- Medicaid and Medicare Plans
- Commercial Health Plans
- Wellness, Employee Assistance and Specialty Products
- Programs to Support Human Services Management Challenges

CBHNP was founded by service providers in 1994 and is a subsidiary of AmeriHealth Mercy. AmeriHealth Mercy and its affiliates comprise the largest family of Medicaid managed care plans in the United States.

**Care
Management**

The CBHNP care management approach focuses on the Member to manage treatment from initial point of entry through aftercare to effectively promote Resiliency and Recovery. CBHNP offers:

- 24/7 Live Answer within 30 Seconds
- Flexible Medical Necessity Review According to Vendor Specific Criteria

**Member
Focus**

CBHNP is committed to Member-focused services and demonstrated satisfaction. CBHNP's full complement of Member Services use toll-free lines that are answered 24/7 by staff qualified to assist Members. Stakeholder Advisory and Quality Improvement Committees have strong representation from Members, persons in recovery, and family Members to provide valuable insight in the development of services. Member satisfaction and outcome surveys provide feedback and the continual monitoring of treatment effectiveness.

**Data
Processing &
Management**

- HIPAA Compliant Processes and Transactions
- Electronic Processing
- Custom Technology Solutions for Health Care Managers and Clearing Houses

**Provider
Network
Management**

CBHNP custom contours each provider network according to payor specification:

- Contracting and Credentialing
- Provider Relations

**Government
Services**

CBHNP provides program specific services to state and local government entities:

- Specialty Drug and Alcohol Program
- Behavioral and Physical Health Coordination
- Outcomes Measurement
- Developmental Disabilities Programs
- Specialized Programs for Human Services
- Data Processing and Integration

**Quality
Improvement**

CBHNP embraces the principles of Continuous Quality Improvement (CQI) to ensure that services are based on quality improvement activities and findings that enhance Resiliency and Recovery. The QI Program and QI Committee monitor the progress of CQI across all operational activities.

**Corporate
Office**

Clover Hill Business Park
8040 Carlson Road
PO Box 6600
Harrisburg, PA 17112
717-671-6500
www.cbhnp.org



MEDICAID