



# PROVIDER ALERT



Alert #17-2008 09-22 – HCAL, HCCH, HCYA, HCBerks, HCNE, HCNC, HCCMP

## **Notification To Behavioral Health Rehabilitation Services (BHRS), Residential Treatment Facility (RTF), Individual Residential Treatment (IRT)/Community Residential Rehabilitation (CRR) Host Home/Therapeutic Foster Care (TFC) Providers Regarding Delivery of Service Request Packets**

Community Care is issuing this alert to inform all BHRS, RTF, and IRT/CRR Host Home/TFC providers of the following process:

All requests (initial and continuation) and amended requests for BHRS, RTF Services, and IRT/CRR Host Home/TFC (aka: packet submissions) must be delivered via US mail or other delivery method (e.g., UPS™, FedEx™, etc). **Faxing of packets is not permitted due to the large volume of paperwork in each packet and potential loss of pages.**

Due to the time sensitive nature, any provider responses to a Community Care request for additional information may continue to be faxed using the correct Community Care Office Clinical fax number.

Allegheny County:	1-888-251-0087
York, Adams, Berks County:	1-866-418-0366
Chester County:	1-888-589-6559
Northeast Region (Moosic office):	1-866-284-9184
Northcentral Region (DuBois office):	1-866-294-1142
(State College office):	1-866-562-2406
(Moosic office):	1-866-284-9184
Carbon, Monroe, Pike Counties:	1-866-562-2405

**If you have questions related to this clarification, please contact your Provider Relations Representative.**