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: 1-886-418-0366
Chester County: 1-888-858-6559
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.