

**C·B·H**

# **Community Behavioral Health** **Philadelphia Based Home Health Care Agencies**

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**Wednesday May 27, 2026**

PRESENTED BY:

**Joseph DiMeo**

CHC Behavioral Health Coordinator

# Objectives of Presentation

- **To inform you about Community Behavioral Health**
- **Provide you with important phone numbers and resources**
- **Learn about the Behavioral Health services available to our shared members.**
- **To connect you with Behavioral Health Training Opportunities for Home Health Care and Direct Care Workers**

# CBH Vision and Mission Statements

## CBH Vision

Leading innovation in whole-person care for  
healthy thriving communities

## CBH Mission

CBH provides access to high quality  
accountable care to improve the health and  
mental wellness of our members

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# CBH Key Functions

What We Do

- **Functions as the Behavioral Health Managed Care Organization for the City of Philadelphia's Medicaid population.**
- **Manages the full range of mental health and substance use services for Medicaid recipients for more than 750,000 eligible members.**
- **Manages a network of approximately 260 providers offering a full continuum of services at 800 sites**
- **Performs utilization review, quality management, provider network management, clinical care management and fiscal oversight.**
- **Administers a broad array of support, treatment, and intervention programs for children, adults, older adults, and families impacted by mental health and substance use issues**

## Additional Key Functions

- Provides technical assistance to providers
- Creates new Behavioral Health treatment programs through procurements
- Hosts learning collaboratives
- Offers Behavioral Health training opportunities to providers, community, and other stakeholders
- Is the Medicaid payor of last resort.
- Has multiple departments providing many services to meet the Behavioral Health needs of our members.

# CBH Member Services

Members Services – 1-888-545-2600

24/7 Operation with Live Contacts      First Access Point for Services






## Specific Duties:

- *Provide information on how to obtain services*
- *Assists in accessing community resources*
- *Schedules appointments for outpatient treatment or evaluations*
- *Conducts outreach and appointment reminders to members*
- *Collaborates with the CHC-MCO Behavioral Health Coordinators.*

# CBH Member Services Department

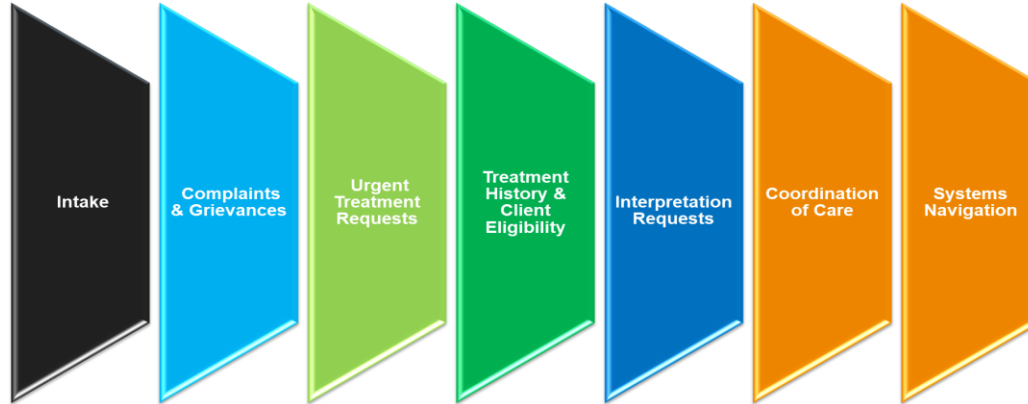
We are available 24 hours, 7 days a week.  
If you or someone you know has questions about behavioral health or drug and alcohol services, please contact Member Services at

## 1-888-545-2600

 <p><b>Toll Free Hotline</b> Member support regarding treatment needs Serve as a connection between members &amp; providers Aid with understanding the behavioral health system Complaints &amp; Grievances Schedule appointments during calls</p>	 <p><b>Care Coordination</b> Aftercare outreach Appointment reminders Behavioral Health screenings Clinical outreach Treatment availability On-site scheduling DPW coordination Transfer of services</p>	 <p><b>Warm Line</b> The Warmline is operated by National Alliance on Mental Illness (NAMI). It's a SAFE and CONFIDENTIAL number to call for resources, support, education and HOPE. Call <b>844-PHL-HOPE (844-745-4673)</b> for help. Hours: Monday-Friday - 9AM – 5PM</p>	 <p><b>Language Access</b> Coordinate non-language &amp; non-English speaking appointment requests Coordinate interpretation services for Behavioral Health Treatment <a href="mailto:Cbh_interpreter_team@phila.gov">Cbh_interpreter_team@phila.gov</a> For internal use only!</p>	 <p><b>Education</b> Community Events sponsored by DBHIDS Provide presentations to the community &amp; internal stakeholders to enhance awareness of CBH services</p>
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A DIVISION OF DBHIDS | CBHPHILLY.ORG

# Nature of the Calls



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**Available Behavioral Health Services  
for CBH Members with CHC and  
Home and Community Based  
Supports**

## CBH Funded services available for CHC/HCBS/Older Adult Population



All Health Choices services (*Medicare Primary, CBH Secondary*)



Specialized CBH Primary funded Services for both Community and Nursing Home Residents:

- *Supportive Peer Services*
- *Mobile Mental Health Therapy*
- *Psychiatric Rehabilitation Programs*
- *Case Management*
- *Crisis Management*

## Supportive Peer Services

**A Certified Peer Specialist (CPS)** is someone who has worked on their own recovery from mental health challenges. They have maintained their recovery and have taken special training

- **Making a personal recovery plan**
- **Setting goals to get well and stay well**
- **Getting around the system and advocating for you**
- **Finding resources in your own community**
- **Teaches recovery skills**
- **Can visit members residing in nursing facilities, homebound, or at a facility.**

# Mobile Mental Health Treatment



Adults (age 21 and over) who are unable to participate in mental health treatment in a traditional outpatient setting due to complex psychiatric, psychosocial, and medical needs



Service must be prescribed by a medical doctor



Provide community-based therapy up to twice a week with the goal of transitioning to office-based outpatient treatment and/or natural supports



Complex psychosocial needs that require mobile services



Can be delivered in a nursing facility setting, in the home/apartment.

- Crisis intervention is an immediate service designed to help ease stress for adults, children, and families experiencing emotional, mental, or behavioral difficulties.
- Crisis services provide screening, assessment, intervention, problem resolution, and disposition and follow up.
- HealthChoices requires the following types of crisis intervention be available:
  - Telephone crisis is a 24 hour a day, 7 days a week “Hotline” service available in each county: PHILA Crisis Line: **215-685-6440**
  - Walk-In Crisis Services: someone can walk into a designated facility to talk to a trained crisis worker about crisis. Services include assessment, information and referral, crisis counseling and follow-up
  - Mobile Crisis Services: a crisis worker (or team) comes to where the person is in crisis (home, community) to assess the need for further intervention or treatment. Assessment, counseling, problem resolution, referral and follow-up are available

## Training Resources for Home Care and Direct Care Workers

### Mental Health First Aid Certification Training

<https://healthymindsphilly.org/mhfa/>

Behavioral Health and Training Education Network (BHTEN)  
(De-escalation, suicide awareness and precautions, NARCAN use )

<https://www.bhten.com/>

E4Center of Excellence for Behavioral Health Disparities in Aging

<https://e4center.org/>

**Penn Cares**

<https://penncares.org/upcoming-trainings/>



Mental Health **FIRST AID**<sup>®</sup>

from NATIONAL COUNCIL FOR MENTAL WELLBEING<sup>®</sup>

## MENTAL HEALTH FIRST AID FOR OLDER ADULTS



*A review of the evaluations showed that those who completed the training found it to be an extremely positive and valuable experience. This partnership with the National Council for Mental Wellbeing and Allergan to provide the Mental Health First Aid: Older Adults curriculum throughout the state of New Jersey has helped us build a case for the need to increase mental health literacy and reduce stigma within this population.”*

— **Ruth Kaluski**,  
Director of Career Connection Employment Resource Institute at the Mental Health Association in New Jersey

### WHY MENTAL HEALTH FIRST AID?

Improve quality of life and learn how to assist and support older adults who may be experiencing a mental health or substance use challenge by getting certified in an evidence-based, early intervention training program. Older adults have high rates of late-onset mental health challenges, like anxiety and depression, and low rates of identification and treatment.

Whether you need to assist today or years from now, this certification gives you the confidence you need to have the conversations that will allow older adults to live as comfortably and independently as possible.

**1 IN 4\***

Older adults have a mental health condition.

\*The original research for the displayed statistic is linked

More than  
**1 MILLION\***

adults age 65 and up had a substance use challenge.

Males aged 75 and over have a  
**HIGHER RATE OF DEATH BY SUICIDE\***

than any other group.

### WHAT IT COVERS

- The unique impacts of mental health and substance use challenges on older adults.
- Risk factors and protective factors specific to older adults.
- Applying the MHFA Action Plan (ALGEE) in scenarios designed to reflect the unique needs and experiences of older adults.
- National, regional and community mental health resources for older adults and their caregivers.

### WHO SHOULD TAKE IT

- Individuals who are a part of, connected to or support older adults and their families.

The course will teach you how to apply the MHFA Action Plan (ALGEE):

- **A**ssess for risk of suicide or harm.
- **L**isten nonjudgmentally.
- **G**ive reassurance and information.
- **E**ncourage appropriate professional help.
- **E**ncourage self-help and other support strategies.

### GET CERTIFIED

Find a course at [MentalHealthFirstAid.org](http://MentalHealthFirstAid.org)

Contact us at: [Hello@MentalHealthFirstAid.org](mailto:Hello@MentalHealthFirstAid.org)

# **C·B·H** **Behavioral Health Screening Tools**

Presentation Title | Month DD, YYYY

- **Suicide:**
  - **SAFE T Card: Suicide Assessment Five-Step Evaluation and Triage**
- **Depression:**
  - **PHQ-9**
  - **Beck Depression Inventory**
  - **Geriatric Depression Scale**
- **Anxiety:**
  - **Beck Anxiety Inventory**
  - **Geriatric Anxiety Scale**
- **Problem Gambling:**
  - **LieBet**
  - **South Oaks Gambling Survey**
  - **Problem Gambling Severity Index**
- **Others:**
  - **Michigan Alcoholism Screening Test**
  - **Complicated Grief Assessment**
  - **UCLA Loneliness Scale**
  - **Hoarding Rating Scale**
  - **12 Question Psychosis Tool**

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# Community Behavioral Health

801 Market Street 7<sup>th</sup> Fl.

Philadelphia, PA 19107

[www.cbhphilly.org](http://www.cbhphilly.org) ●

215-413-3100

Member Services

1-888-545-2600

Psychiatric Emergency:

988

