

# Gateway Health Plan *Medicare Assured*<sup>®</sup> Provider Manual 2011

## GENERAL INFORMATION

Gateway Health Plan *Medicare Assured*<sup>®</sup> has contracted with Community Behavioral Healthcare Network of Pennsylvania (CBHNP) to be its delegate for Medicare Parts A and B behavioral health services.

CBHNP is responsible to develop and maintain a network of appropriately credentialed, Medicare participating behavioral health providers who agree to provide Medicare Covered Behavioral Health Services to Members. Members of the Gateway Health Plan *Medicare Assured*<sup>®</sup> will be directed to Providers that participate in the CBHNP network. Although CBHNP may assist a *Medicare Assured*<sup>®</sup> Provider regarding administrative services or interpretation of the Participating Provider Gateway Health Plan<sup>®</sup> Agreement, CBHNP is not an insurer, guarantor or underwriter of the financial responsibility of Gateway Health Plan *Medicare Assured*<sup>®</sup> to pay for Covered Behavioral Health Services or the delivery of Covered Behavioral Health Services by Gateway Health Plan *Medicare Assured*<sup>®</sup> providers.

CBHNP Clinical Care Managers are licensed, experienced clinicians with advanced training in mental health/chemical dependency conditions so that they may appropriately assess needs, monitor services, and enable our network providers to provide treatment services in a managed care delivery model.

CBHNP Clinical Care Managers and Member Services Specialists are available 24-hours a day, seven days a week, to address your needs as well as the needs of our Members. Member Services Specialist staff can be reached at **1-866-755-7299**.

CBHNP together with its providers set the standards for progressive, high quality care that is also cost effective. We are happy that you have chosen to be part of our team. Please do not hesitate to phone us if you need assistance or have recommendations for improvement. CBHNP Provider Relations staff can be reached by calling 1-888-700-7370.