



Confidentiality

It is the policy of Behavioral HealthCare, Inc. to guard against unauthorized or inadvertent disclosure of confidential information at provider's offices and sites of care.

All treatment records shall be kept in locked file cabinets at the offices when not actively being used. Records must be returned to the file cabinets each evening and not kept in provider's offices overnight.

Change of Status or Address Notification

Network providers can help keep files current by notifying BHI's Director of Provider Relations of change of status or address. Information can be submitted by calling (720) 490-4413 or faxing the BHI Provider Information Form to (720) 490-4395, or by mailing the BHI Provider Information Form to Behavioral HealthCare, Inc. 155 Inverness Drive West, Suite 201, Centennial, Colorado 80112, Attn. Provider Relations. Failure to notify BHI of changes may result in delay in payment of claims or change in network status to include suspension or termination from the network.

Notify BHI of new practice affiliations, changes in address or licensure, and facility or program involvement. Remember to include all-important information:

Your name and name(s) of practice, facility, program
Tax identification number and billing information
Street address (s), city, state and zip
Telephone number(s)
Copies of new or updated licenses or authorizations
Copies of cover sheets for updated liability coverage (Provider Information Form)