



COUNTY OF SANTA CLARA
Behavioral Health Services
Supporting Wellness and Recovery

MEMORANDUM

TO: BHSD County Contract Providers (CCP) and County Clinics

FROM: Edwin Poon, PhD, Deputy Director, Behavioral Health Services Department

DocuSigned by:

Edwin Poon

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RE: Provider Manual Updates

DATE: September 30, 2022

On October 26, 2021, the operational draft of the Provider Manual was presented and distributed to the provider network. As a reminder, the purpose of the Provider Manual is to serve as an administrative guide outlining BHSD's policies, procedures, directives and guidelines governing network participation and claim submission. It also provides information to CCPs related to credentialing and claims, including the BHSD Managed Service Organization (MSO) electronic health record (EHR) module, ProviderConnect Enterprise, and ProviderConnect NX Portal.

On April 27, 2022, the updates to the Provider Manual operational draft, including a summary of changes for the version dated March 10, 2022 were posted to the BHSD website [Electronic Health Records – Behavioral Health Services – County of Santa Clara \(sccgov.org\)](https://www.sccgov.org/electronic-health-records-behavioral-health-services-county-of-santa-clara) and reviewed during the Credentialing Office Hours. This memo is to serve as a notification that the March 10, 2022 version will be re-posted with no changes except for removal of the term “draft”.

The Provider Manual is a living document that requires updates to respond to system and regulatory changes. BHSD is actively working on Provider Manual updates and will communicate the updates in informational sessions as needed. The frequency of updates will be annual or sooner as needed. Notification of updates will be communicated in writing describing the changes and where to locate the updated versions of the Provider Manual.

For questions, please contact the Business Office by email BHSDBusinessOffice@hhs.sccgov.org