



COUNTY OF SANTA CLARA  
**Behavioral Health Services**  
Supporting Wellness and Recovery

May 20, 2022

Dear County Contracted Providers,

We recognize credentialing delay has led to newly hired providers unable to bill for services rendered while they were waiting for credentialing approval. We are committed to improving the turnaround time for new applications and has implemented steps to complete the credentialing approval process of clean files within 14 calendar days (see previous credentialing memo dated May 16, 2022).

BHSD has determined that no special reimbursement will be necessary to cover the costs of non-credentialed providers. The county's current cost-based methodology for fiscal year 2022 will cover the costs for services provided by non-credentialed providers during the credentialing gap period (i.e., between hire date and credentialing date). The position costs for the staff during the non-credentialed period should be reflected in the cost reimbursement invoice by program.

Please note this payment process will only applies to the time period between January 2022 and June 2022. Starting July 1, 2022, all CCPs **must only** use credentialed providers to render Medi-Cal billable services. CCPs will be responsible for cost associated with Medi-Cal billable services rendered by non-credentialed providers. CCPs are not allowed to directly bill Medi-Cal beneficiaries for Medi-Cal covered services.

Sincerely,

DocuSigned by:  
*Edwin Poon*

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Edwin Poon, PhD

Deputy Director, Behavioral Health Services Department