



COUNTY OF SANTA CLARA
Behavioral Health Services
Supporting Wellness and Recovery

MEMORANDUM

TO: BHSD County and Contract Providers

FROM: Sherri Terao, Director, Behavioral Health Services Department

RE: Credentialing Updates

DATE: August 8, 2022

DocuSigned by:
Sherri Terao
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14-day Timeframe for Clean Applications

BHSD and VHP are committed to process complete, clean, new credentialing applications within 14 calendar days. Complete applications are those applications where all information has been provided. Clean applications are those applications where no additional information is required. An application that has an affirmative response on the attestation questions may require additional review and you may be contacted by the Credentialing Specialist. Based on the information provided on the Attestation, an application may be referred for review by the Credentialing Committee members. Consequently, the end-to-end credentialing process will extend beyond 14 calendar days. Prior to submission of credentialing applications to VHP, please review the Attestation Questions to identify those applicants who will be triaged and placed for an additional review process. Conducting this final step prior to submission of an application to VHP, will provide the County Contracted Provider (CCP) and County Clinics with an indication about whether an application will be processed within the 14-calendar day timeframe.

Our recommendation to the CCPs and County Clinics is that a new provider submit a credentialing application to VHP well in advance of the applicant's start date to reduce the wait time for credentialing after the provider is onboarded. Affording VHP with as much lead time as possible is recommended. There are no limitations in terms of how far in advance of the applicant's start date to apply for credentialing.

Cost Reimbursement

On May 20, 2022, BHSD issued a memo stating that the current cost reimbursement methodology would be available to cover the costs of services provided by non-credentialed providers due to a credentialing delay beyond 14 calendar days for new applicants. This was a one-time exception for credentialing application submissions between January 1, 2022 and June 30, 2022.



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As of July 1, 2022, CCPs must use credentialed or grandfathered providers to render Medi-Cal billable services. BHSD will not reimburse costs for non-credentialed providers beyond June 30, 2022.

**New Credentialing Application for Non-Licensed Professionals
(Intern/Trainee/Paraprofessional/Mental Health Rehabilitation Specialist)**

BHSD has developed a credentialing application entitled *County of Santa Clara Credentialing Participating Provider Application (CSCPPA)* that the CCPs and County Clinics must use for non-licensed professionals, including interns and trainees. Effective August 15, 2022, the prior CPPA will be replaced with this new CSCPPA. If there are applications on the prior CPPA form that are still in process by this date, those will continue to be processed.

Creation of this new application for non-licensed practitioners will allow VHP to manage the credentialing/data capture processes more efficiently for these practitioners, reduce the burden on the practitioners to complete an application designed for licensed professionals and support our shared goal of expanding access to patients in the County requiring mental health and substance use services. The new application is attached to this memo for your reference and will be discussed in detail at the next Credentialing Office Hours. All applications need to be submitted to BHSDCredentialing@vhp.sccgov.org with a copy to BHSDBusinessOffice@hhs.sccgov.org. For best communication we ask that the email comes from you primary credentialing contact (please see below for additional details) with the backup contact (if applicable) copied.

New Credential Type: Professional Clinical Counselor Trainee (PCCT)

BHSD has added Professional Clinical Counselor Trainee (PCCT) to the list of county-recognized credentials who provide behavioral health services. The scope of practice section has been updated accordingly in the [Practice Guidelines Manual](#). Similar to other trainees and interns, a PCCT would need to be enrolled in an educational program that is designed to qualify the person for LPCC licensure. In addition, a PCTT would need supervision by a licensed clinician to ensure services provided are consistent with the PCCT's training and experience and ensure compliance with applicable laws.

Credentialing Contacts

In an effort to ensure that credentialing approvals and statuses are communicated to the appropriate individuals at the CCPs and County Clinics, BHSD and VHP are requesting each agency chose one of the following two options:



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1. Provide a dedicated inbox, to centralize the credentialing communication from VHP and BHS to your agency/clinic.
2. Identify two points of contact, a primary and a secondary to receive the communication.

Each CCP or County Clinic will be responsible for sharing the information within their agency/clinic.

Please indicate which option your agency is selecting by Monday, August 15, 2022. If selecting option #1, provide the centralized email address. If selecting option #2, please provide the email addresses for the primary and secondary contact. BHS and VHP must be notified of any changes to these contacts to ensure the contacts list is as accurate as possible.

Please submit your contacts to BHSDCredentialing@vhp.sccgov.org with a copy to BHSDBusinessOffice@hhs.sccgov.org.

If you have questions on credentialing forms and process, please contact the Credentialing Team by email BHSDCredentialing@vhp.sccgov.org

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