



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

**MEMORANDUM**

TO: BHS County Clinics

FROM: Courtney Gray, Quality Director

DocuSigned by:  
*Courtney Gray*  
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RE: New Provider Updates Ticketing System

DATE: Friday, July 19, 2024

Summary

BHSD and VHP are excited to launch the new provider updates ticketing system utilizing "Cherwell". County staff are already familiar with Cherwell as it is the primary ticketing system used County-wide. BHSD and VHP will be utilizing this ticketing system to manage provider update requests. This new ticketing system will improve efficiencies, minimize unnecessary emails, and improve the overall experience in the provider updates process.

Key Features of the Cherwell Ticketing System:

- Credentialing Update Requests
- License/Registration/Certification Renewal Requests
- Clinic Location Update Requests
- Provider Profile Update Requests
- Termination/Disassociation/LOA
- Supervisor Trainee
- Billing Denial issues
- Other (please include "Other" in the subject line)

Submission Process:

- Submit Provider Update Information Form: Email the form to [BHproviderupdates@hhs.sccgov.org](mailto:BHproviderupdates@hhs.sccgov.org).
- Attach Additional Documentation: Include any necessary supporting documents.
- Bulk Requests: Complete and attach the Provider Information Update List Form for bulk requests.
- Confirmation Email: Review the automated confirmation email with your Ticket #.
- Follow-Up: Follow up with the TSS ticket email update request as needed.
- Additional Information Requests: Respond promptly to any TSS ticket emails requesting more information.

Upcoming Office Hours:

**Office Hours Session #1**  
**Monday July 29th: 11:00AM-12:00PM**

Microsoft Teams [Need help?](#)  
[Join the meeting now](#) Meeting  
ID: 234 772 345 268  
Passcode: xCvYbP

**Dial in by phone**  
[+1 408-791-0743](tel:+14087910743),302123134#United States, San  
[Find a local number](#)  
Phone conference ID: 302 123 134#  
For organizers: [Meeting options](#) | [Reset dial-in PIN](#)

**Office Hours Session # 2**  
**Wednesday July 31st: 3:00PM-4:00PM**

Microsoft Teams [Need help?](#)  
[Join the meeting now](#) Meeting  
ID: 285 678 664 74  
Passcode: ymJZnS

**Dial in by phone**  
[+1 408-791-0743](tel:+14087910743),434844803#United States, San Jose [Find a local number](#)  
[local number](#)  
Phone conference ID: 434 844 803#  
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If you have any questions, email [BHSDBusinessOffice@hhs.sccgov.org](mailto:BHSDBusinessOffice@hhs.sccgov.org)

