



COUNTY OF SANTA CLARA
Behavioral Health Services
Supporting Wellness and Recovery

MEMORANDUM

TO: BHSD Fee-for-Service Providers

FROM: Courtney Gray, Quality Director

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Courtney Gray
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RE: Credentialing Updates

DATE: November 28, 2023

On April 5, 2022, it was announced that BHSD delegated credentialing activities to Valley Health Plan (VHP). Due to the large BHSD provider network, the credentialing process with VHP has been rolled out in phases. VHP is now moving forward with implementing the credentialing process for the Fee-for-Service (FFS) providers.

CAQH

VHP requires its participating providers to establish and maintain a Council for Affordable Quality Healthcare (CAQH) provider profile. Additionally, VHP's participating providers must authorize VHP access to your CAQH provider profile. CAQH provider profiles are accepted by many health plans and eliminates duplicative paperwork with multiple organizations.

Current Providers

VHP requires a request form if your provider already has a CAQH number, there is just one page you will need to fill out and submit to BHSDCredentialing@vhp.sccgov.org to start the credentialing process. Once this document is submitted, VHP will review and start the credentialing process. VHP will reach out to the contact provided with further questions if necessary.

New Providers

After you have applied with CAQH their system will provide you an identification number called CAQH Provider Profile ID#. You will submit this number to VHP for processing. The application can be filled out by an Admin or the provider, however, the provider will still be required to go into the system to attest and re-attest with date and signature to the information on the application.

Please authorize VHP in your CAQH Profile so there is no need to fill out another application in the near future.



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If you need assistance, please contact the CAQH Help Desk via live chat or by calling 1-888-599-1771.

Applicants are required to submit the following to BHSDCredentialing@vhp.sccgov.org:

1. Credentialing Request Form [cred-request-rev-08-24-22.pdf \(sccgov.org\)](#)
2. Copy of license/registration/certification
3. Copy of Liability Insurance
4. Copy of Resume

Please find additional information and in the Provider Manual [Provider Manual](#) and on the BHSD website: [Electronic Health Records - Behavioral Health Services - County of Santa Clara \(sccgov.org\)](#)

The Credentialing Request Form will initiate VHP to check the provider information in CAQH to start the review process. If the information is complete, clean, and ready for processing, it is anticipated that the credentialing approval will be completed within 14 calendar days of receipt.

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

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