



COUNTY OF SANTA CLARA
Behavioral Health Services
Supporting Wellness and Recovery

MEMORANDUM

TO: BHSD County Contracted Providers

FROM: Sherri Terao, Ed.D., Director of Behavioral Health Services

DocuSigned by:
Sherri Terao
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RE: Provider Resource Updates

DATE: August 1, 2023

BHSD is excited to share a number of resource updates and process changes for all providers within the network **effective August 1, 2023**.

Provider Manual

The Provider Manual has been expanded to include additional topics of guidance related to quality management, provider beneficiary and appeals process, communicating with BHSD, DMC-ODS program requirements, court system requirements, compliance, and auditing. The updated Provider Manual is attached and posted on the BHSD website under Provider Resources. It is recommended that the linked version is used as there will be regular updates.

[Electronic Health Records - Behavioral Health Services - County of Santa Clara \(sccgov.org\)](https://www.sccgov.org/electronic-health-records-behavioral-health-services)

Clinical Practice Guidelines

The Clinical Practice Guidelines which replaces the former Mental Health Clinical Standards and the SUTS Clinical Documentation Manual is now posted. The intent of the clinical practice guide is to provide behavioral health practitioners for both mental health and DMC-ODS with guidance and recommendations for clinical practice that is evidence-based. The Clinical Practice Guidelines is posted on the BHSD website under CalAIM.

[CalAIM - Behavioral Health Services - County of Santa Clara \(sccgov.org\)](https://www.sccgov.org/calaim-behavioral-health-services)

Network Change Request Form

As outlined in the Provider Manual, Chapter 6.3, a Network Change Request Form has been developed to centralize and standardize notifications of network changes. The form will facilitate notice of changes such as change in ownership, key contacts, program location or move, re-certification, modes of services, and report temporary and/or permanent closures. The form is a SurveyMonkey link

<https://www.surveymonkey.com/r/BHSDNETWORKCHANGEREQUEST> that is posted on the BHSD website under Provider Resources. [Electronic Health Records - Behavioral Health Services - County of Santa Clara \(sccgov.org\)](https://www.sccgov.org/electronic-health-records-behavioral-health-services)



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Office hours will be available for the network in August and September 2023. Please see schedule below.

8/7/23 from 230pm – 330pm

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8/24/23 from 10am – 11am

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9/7/23 from 10am – 11am

Microsoft Teams meeting

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9/18/23 from 230pm – 330pm

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If you have any questions, please contact the BHSD Business Office by email

BHSDBusinessOffice@hhs.sccgov.org