



COUNTY OF SANTA CLARA
Behavioral Health Services
 Supporting Wellness and Recovery

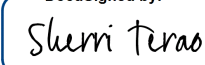
MEMORANDUM

TO: Community Contract Providers

FROM: Sherri Terao, Director Behavioral Health Services Department

RE: **Credentialing Update**

DATE: April 25, 2022

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Earlier this week, we met with VHP leadership to discuss the concerns about credentialing process raised by CCPs at the last BHCA meeting. VHP acknowledged the issues and is fully committed to making the necessary improvements. Effective immediately:

- All applications will be screened upon receipt and placed in one of four priority levels:
 - Priority Level 1: New Applicants – CCP
 - Priority Level 2: New Applicants - County
 - Priority Level 3: Grandfathered Providers – CCP
 - Priority Level 4: Grandfathered Providers – County
- All “New Applicants” (Levels 1 and 2) will be automatically considered for provisional status.
- Please indicate the Priority Level in the email subject line when you submit the application to VHP Credentialing (e.g., Priority Level 1 - New Applicants). For CCPs, your options are Priority Level 1 or 3.
- Please continue to send all credentialing applications and related inquiries to BHSDCredentialing@vhp.sccgov.org and cc BHSDBusinessOffice@hhs.sccgov.org. The BHSD Business Office will monitor the communication and provide further support, if necessary.
- Dr. Tiffany Ho and Edwin Poon will be approving the provisional credentialing applications for BH physicians/NPs and non-physician providers, respectively. These applications will be processed in-between the monthly Credentialing Committee meeting.
- VHP will develop a monthly credentialing status report to be distributed to CCPs with active credentialing applications. The target start date is May 2022.
- The weekly Credentialing Office Hours (Thursday, 9 to 10 am) will be extended through the month of May.
- BHSD will closely monitor the turnaround time to ensure VHP is processing provisional credentialing within 14 days.

Please let us know if you have any questions or feedback about the changes. As always, we appreciate your partnership.