



# SANTA CLARA COUNTY Behavioral Health Services

Supporting Wellness and Recovery

## MEMORANDUM

To: BHSD County Contracted Providers (CCPs)

From: Sherri Terao, Director, Behavioral Health Services Department

DocuSigned by:  
*Sherri Terao*  
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Re: Grandfather Process for Credentialing

Date: January 10, 2022

On May 14, 2021, BHSD issued a memorandum to introduce the new credentialing processes through Valley Health Plan. The implementation of the new credentialing process was intended to align with the go-live dates for myAvatar. Then on October 26, 2021, BHSD held a meeting to provide updates on the myAvatar implementation and discuss the operational draft of the Provider Manual which included comprehensive information on the VHP credentialing process.

BHSD has identified the following next steps to grandfather current CCP staff that will be loaded in myAvatar. Once the grandfathered CCP staff have been identified and validated, all new hires would need to submit credentialing applications directly to VHP.

DATE	ACTION
<b>January 10, 2022</b>	<p>Attached you will find a Unicare staff list in Excel format for you to review, update, and validate information.</p> <p>CCPs will need to review each of the tabs of the Excel workbook to ensure accuracy. If updates are needed, CCPs will need to make a note of those updates in the file.</p> <p>Tab "<b>Respective Agency Name</b>" - Review all data fields, (i.e. name, credential, address, etc.) and <u>complete</u> the highlighted columns (A, E, X, Y, and AC).</p> <ul style="list-style-type: none"> <li>Column A "Remove" - If a provider is no longer with the agency or no longer a clinician, please select "Yes" from the drop-down.</li> <li>Column E "Clerical Staff" - If a provider is clerical that is helping will billing, please select "Yes" from the drop-down.</li> </ul>



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	<ul style="list-style-type: none"> <li>• Column X “Provider Phone” – Please enter the phone number</li> <li>• Column Y “CAQH” – Please enter the individual’s CAQH number (if applicable)</li> <li>• Column AC “Notes” – <u>If there are any demographic updates that need to be made, please explain in this column</u>, i.e.             <ul style="list-style-type: none"> <li>- If the name is misspelled, please enter the correct spelling in this column.</li> <li>- If a credential shows as expired, please enter the correct expiration date in this column.</li> <li>- If a credential name is incorrect, please enter the correct credential name in this column.</li> <li>- If a License number is incorrect, please enter the correct license number in this column.</li> <li>- <u>PLEASE DO NOT MAKE CHANGES IN THE OTHER COLUMNS</u></li> </ul> </li> </ul> <p>Tab “<b>ProvidersToBeAdded</b>” – Complete all fields in this tab. These providers will be flagged to begin the VHP credentialing process.</p>
<p><b>January 14, 2022</b></p>	<p>3PM – 4PM via Zoom- invite to be sent by Tuesday 1/11 (zoom information below)</p> <p>Question and Answer Session for CCPs to ask BHSD and VHP credentialing process questions</p> <p>Please click the link below to join the webinar:  <a href="https://sccgov-org.zoom.us/j/98488408285">https://sccgov-org.zoom.us/j/98488408285</a>              Or One tap mobile :              US: +16699006833,,98488408285# or +16692192599,,98488408285#              Or Telephone:              Dial(for higher quality, dial a number based on your current location):              US: +1 669 900 6833 or +1 669 219 2599              Webinar ID: 984 8840 8285              International numbers available: <a href="https://sccgov-org.zoom.us/j/98488408285">https://sccgov-org.zoom.us/j/98488408285</a></p> <p>Or an H.323/SIP room system:              H.323:              162.255.37.11 (US West)              162.255.36.11 (US East)              115.114.131.7 (India Mumbai)</p>



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	<p>115.114.115.7 (India Hyderabad)          213.19.144.110 (Amsterdam Netherlands)          213.244.140.110 (Germany)          103.122.166.55 (Australia Sydney)          103.122.167.55 (Australia Melbourne)          149.137.40.110 (Singapore)          64.211.144.160 (Brazil)          149.137.68.253 (Mexico)          69.174.57.160 (Canada Toronto)          65.39.152.160 (Canada Vancouver)          207.226.132.110 (Japan Tokyo)          149.137.24.110 (Japan Osaka)          Meeting ID: 984 8840 8285          SIP: <a href="mailto:98488408285@zoomcrc.com">98488408285@zoomcrc.com</a></p>
<b>January 19, 2022</b>	<p>CCP to return validated file to <a href="mailto:BHSDBusinessOffice@hhs.sccgov.org">BHSDBusinessOffice@hhs.sccgov.org</a></p> <p><b>If files are not returned by this date, BHSD will consider the current list as valid to be grandfathered.</b></p>
<b>January 19, 2022</b>	<p>Grandfather credentialing ends.</p> <p>All new hires (or any provider not on the list submitted) will be required to submit credentialing requests to VHP by email to <a href="mailto:BHSDCredentialing@vhp.sccgov.org">BHSDCredentialing@vhp.sccgov.org</a></p> <p>As of this date, providers will no longer be grandfathered (billing) in myAvatar or Unicare to bill for services without being credentialed first. If through the credentialing process providers are deemed ineligible due to malpractice and license issues – providers will no longer be allowed to bill.</p>
<b>January 20, 2022</b>	<p>All myAvatar and Unicare access requests will need to be submitted on the System Access Request Form (SARF) for the following:</p> <ul style="list-style-type: none"> <li>• Clinical staff that will need to log-in to myAvatar and/or Unicare.</li> <li>• Administrative staff that will need to log-in to my Avatar and/or Unicare.</li> </ul>
<b>30 days prior to date of hire</b>	<p>New providers (not grandfathered ) must submit credentialing applications to VHP by email to <a href="mailto:BhsdCredentialing@vhp.sccgov.org">BhsdCredentialing@vhp.sccgov.org</a></p>



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<b>April 1, 2022</b>	All grandfathered providers must submit credentialing applications to VHP by email to <a href="mailto:BhsdCredentialing@vhp.sccgov.org">BhsdCredentialing@vhp.sccgov.org</a>
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If you have questions on the grandfathering process, please contact the Business Office by email [Bhsdbusinessoffice@hhs.sccgov.org](mailto:Bhsdbusinessoffice@hhs.sccgov.org)

If you have questions on the VHP credentialing process, please contact VHP credentialing by email [BhsdCredentialing@vhp.sccgov.org](mailto:BhsdCredentialing@vhp.sccgov.org)