



COUNTY OF SANTA CLARA
Behavioral Health Services
Supporting Wellness and Recovery

MEMORANDUM

TO: BHSD County Providers

FROM: Sherri Terao, Director, Behavioral Health Services Department

DocuSigned by:

Sherri Terao
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RE: Credentialing Applications Due July 1, 2022

DATE: April 5, 2022

BHSD has delegated credentialing activities to Valley Health Plan (VHP). As of January 19, 2022, all new hires will need to complete and submit credentialing applications to VHP. New hires are allowed to provide services to beneficiary once their credentialing application is provisionally or fully approved. The provisional process is a one-time exception with the intention of provisional credentialing allowing a provider to meet client's needs for continuity, quality of care, or an immediate client need. Provisional credentialing is only valid for 60 calendar days and generally will be completed within 14 calendar days of receipt of a credentialing application that is complete and ready for processing.

Any BHSD providers who are already in our system as of January 18, 2022, i.e., grandfathered, will also need to complete and submit credentialing applications by July 1, 2022. Grandfathered providers will be able to continue to provide care to beneficiaries while their credentialing applications are under review.

For licensed professionals:

1. Complete CAQH app [CAQH ProView - Getting Started](#)
2. Submit VHP Credential Request Form to BHSDCredentialing@vhp.sccgov.org

For non-licensed professionals:

1. Submit CPPA Form (PDF) to BHSDCredentialing@vhp.sccgov.org

Please find forms and additional information here: [Provider Credentialing \(sharepoint.com\)](#)

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 Business Office by email BHSDBusinessOffice@hhs.sccgov.org