



COUNTY OF SANTA CLARA
Behavioral Health Services
Supporting Wellness and Recovery

MEMORANDUM

TO: BHSD County Clinics

FROM: Courtney Gray, Quality Director

DocuSigned by:

Courtney Gray
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RE: Upcoming Credentialing Process for Emergency Medical Technicians and Graduate Associates Registration

DATE: December 2, 2024

Summary of Regulatory Changes

1. On June 19, 2023, the Department of Health Care Services (DHCS) issued [BHIN 23-023 Medi-Cal Mobile Crisis Service Benefit Implementation](#). This BHIN provides guidance regarding implementation of the Medi-Cal Community-Based Mobile Crisis Intervention Services benefit by county mental health plans (MHPs), Drug Medi-Cal (DMC) counties and Drug Medi-Cal Organized Delivery System (DMC-ODS) counties. This includes specifications regarding which standards mobile crisis teams must meet and which professionals are considered qualified mobile crisis team members by Delivery System. This includes “Emergency Medical Technicians (EMTs) that are licensed, certified, and/or accredited in accordance with applicable State of California requirements and who complete required mobile crisis services training may provide mobile crisis services as part of a mobile crisis team contracted with a Medi-Cal behavioral health delivery system.”
2. On June 17, 2024, the Department of Health Care Services (DHCS) issued [BHIN 24-023 Standards for Specific Behavioral Health Provider Types and Services; Amends Relevant Sections Within Title 9 and Title 22 of the California Code of Regulations \(CCR\)](#). This BHIN describes updates which expand provider types that can provide Medi-Cal Behavioral Health Services. This includes the updated definition of “registered” with the California Board of Behavioral Health Services (BBS). This definition includes “individuals who are in the process of obtaining registration as social worker candidates, marriage and family therapist candidates, and professional clinical counselor candidates.” The BHIN also states that “BBS now allows candidates to count supervised experience toward licensure during the window of time between the degree award date and the issue date of the associate registration number if BBS receives the associate application within 90 days of the degree award date.” Services provided by these candidates completing supervised experience can be reimbursed while their BBS application is pending. However, if an application is not approved by BBS, the services provided by the candidate are not Medi-Cal reimbursable.



Credentialing Process for Emergency Medical Technicians (Effective 01/01/2025):

1. Complete the CSCPPA
2. Obtain a copy of your current EMT/Paramedic certification card.
3. Submit these documents to: BHSDCredentialing@vhp.sccgov.org for Credentialing committee review.
4. VHP may request supplemental documentation to continue the credentialing process.

Tentative Credentialing Process for New Graduates:

1. As soon as the applicant's degree posts to their transcript, apply for BBS registration.
2. Concurrently, individuals will complete the [CAQH](#) application.
3. Complete the [Credentialing Request Form](#)
4. Submit the following documents to BHSDCredentialing@vhp.sccgov.org
 - a. Credentialing Request Form
 - b. Proof of Registration Application submitted to BBS
 - c. Copy of "Request for Live Scan Service" form
5. Credentialing request will be processed and approved.
 - a. If already credentialed with BHSD, the effective date will be retroactive to the "Request for Live Scan Service" form date.
 - b. If a new hire, the effective date will be the credentialing approval date.
6. Track 90-day rule timeline.
7. Once BBS issues the individual a registration number, submit a copy to BHSDCredentialing@vhp.sccgov.org

New Graduates Prior to May 1st

Anyone who is hired prior to May 1st, may still count their eligible hours towards BBS licensure under the 90-day rule. The individual must follow all requirements outlined by the California BBS 90-day rule and retain their records (Registration Application submitted to BBS and "Request for Live Scan Service" form) till May 01, 2025. The employer would then submit the records to BHSD credentialing for record keeping purposes/compliance with the BHIN. For credentialing/billing purposes, current practices will need to be followed until May 01, 2025.

Next Steps for New Graduate Process

BHSD and VHP will finalize the credentialing process which includes setting up internal workflows and timelines. BHSD and VHP will start accepting credentialing applications from the candidates beginning May 1, 2025. Additional updates will be communicated in early 2025.

If you have any questions, please contact the BHSD Provider Relations Operations team by email BHSDBusinessOffice@hhs.sccgov.org