



Credentialing Access and Billing FAQ

General Questions

When should a provider begin their credentialing process?

- The process should start as soon as the candidate accepts the offer. The Credentialing Team can assist with specific details as needed.

What type of staff needs to be credentialed?

- All direct service staff and supervisors providing billable services. Please refer to the County of Santa CalAIM CPT Code Set for details.

Can providers provide non-billable services while waiting to get credentialed?

- This is at the discretion of the provider or agency.

Can paraprofessionals and interns provide SUTS services?

- Refer to the County of Santa CalAIM CPT Code Set for accepted SUTS disciplines.

What is the notification process when a provider is put on probation?

- Submit written notification to:
 - BHSDBusinessOffice@hhs.sccgov.org
 - BHSDCredentialing@vhp.sccgov.org

Providers on probation will be reviewed on a case-by-case basis to determine their status in the network.

Professional License Waivers

How long does it take to get approval for a waiver?

- This depends on DHCS's timeline, which can vary. Refer to Section 2.4 of the Provider Manual for the Professional License Waiver Request Process.

Mental Health Rehabilitation Specialists (MHRS)

Where can I find information about applying for an MHRS certificate?

- Visit the Behavioral Health Services website:
 - [Initiate credentialing | Behavioral Health Services | County of Santa Clara \(santaclaracounty.gov\)](#)
 - [BHSD Manuals | Behavioral Health Services | County of Santa Clara \(santaclaracounty.gov\)](#)



National Provider Identifier (NPI) and Taxonomy

Where can I find more information on NPI and Taxonomy?

- Please refer to the BHSB Provider Manual:
 - [BHSB Manuals | Behavioral Health Services | County of Santa Clara \(santaclaracounty.gov\)](#)
-

Credentialing Process - New Provider Application

What if I need help completing the CAQH application?

- Contact the CAQH Helpdesk:
 - **Chat:** [CAQH Chat Support](#)
 - **Phone:** (888) 599-1771 (Monday – Friday, 8:00 AM – 6:00 PM EST)

Is there a step-by-step guide to creating a CAQH profile?

- Visit [Create a CAQH profile | Behavioral Health Services | County of Santa Clara \(santaclaracounty.gov\)](#) for tips, checklists, and guides.

What documents are needed to complete the CAQH application?

- Refer to the CAQH Preview Provider User Guide available on the registration page.
 - Ensure Valley Health Plan access code is:
 - Valley Health Plan Santa Clara County | PO ID 697
-

Recredentialing

What documents are required for recredentialing?

All recredentialing applications and additional documents are to be submitted to BHSDCredentialing@vhp.sccgov.org. Use “ReCred” in the subject line. Required documents include:

- Credentialing Request Form fully filled out
- Updated CAQH Profile (signed and dated)
- Updated Insurance Face Sheet
- Any additional information relevant to the provider’s specialty

Non-Licensed Providers

What are the requirements for recredentialing?

- Paraprofessionals, MHRS, and EMT/Paramedic providers must:
 - Submit a fully completed CSCPPA form:
[Initiate credentialing | Behavioral Health Services | County of Santa Clara \(santaclaracounty.gov\)](#)
 - Provide an updated insurance face sheet (if applicable).
 - Submit any additional documentation relevant to their specialty.



How long does the recredentialing process take?

- Typically 120–180 days but can be expedited with prompt document submission.
- Disclaimer: Do not wait until the due date to submit the application as this can cause delays.

How often is recredentialing required?

- Once approved, credentials are valid for three years.

When can I start seeing patients?

- Providers may continue offering billable services during recredentialing.

Licensed Providers

What are the requirements for recredentialing?

- Licensed providers must:
 - Update their CAQH profile.
 - Resign the attestation.
 - Attach updated insurance face sheets and other relevant documents.

Important: Avoid waiting until the due date to submit applications to prevent delays.

Terminations

Where do I submit requests to terminate Avatar/PCNX access?

- Complete the Provider Information Update Form and send it to:
 - BHProviderUpdates@hhs.sccgov.org
 - CC: bhsd_ehr_info@hhs.sccgov.org
-

Provider Updates and Changes

How do I update a provider's profile (e.g., name, taxonomy, program)?

- Use the Provider Information Update Form and send it to BHProviderUpdates@hhs.sccgov.org
[Update and report provider data | Behavioral Health Services | County of Santa Clara](#)
[Provider Information Update Form](#)
[Provider Information Bulk Update Form](#)

How will I know when a credential update is completed?

- A resolution email will be sent. For updates from associate to licensed status, check the ticket resolution email from TSS.
-

MyAvatar/PCNX

How long does it take for a provider to appear in MyAvatar?

- Up to 14 days after credentialing approval.



Can access to Avatar be expedited?

- No, credentialing approval is required before the BHSD Business Office processes access requests.

Reports

Who do I contact if the approved provider is not mapped in the BHSD 7521 report?

- Email:
 - BHSDBusinessOffice@hhs.sccgov.org
 - BHSDCredentialing@vhp.sccgov.org

How do I request updates to a provider's profile?

- Submit the Provider Information Update Form under the Provider Profile Update Request section.

Resources

- BHSD Manuals: [BHSD Manuals | Behavioral Health Services | County of Santa Clara](#)
- Provider Onboarding: [Provider portal | Behavioral Health Services | County of Santa Clara](#)
- Contact Email:
 - BHSDCredentialing@vhp.sccgov.org
 - BHSDBusinessOffice@hhs.sccgov.org