



**MEMORANDUM**

To: County Contracted Providers (CCP)  
 From: Hung Nguyen, QI Division Director of Behavioral Health Services Department  
 Date: 02/28/2025  
 Re: Out-Of-Network (OON) Provider Request for Timely Access

Santa Clara Behavioral Health Services Department (BHSD) did not meet the Network Certification Standards for timely access (BHIN-24-020). As a result, BHSD has been placed on a corrective action plan (CAP) to provide beneficiaries with the option to access services through out-of-network providers. BHSD must provide out-of-network access until the provider network can adequately meet the demand for services in accordance with established standards.

To ensure compliance with the CAP, BHSD providers must inform beneficiaries of their right to access out-of-network providers and assist in facilitating this process. To support this requirement, Quality Improvement (QI) has developed a procedure to meet the needs and will be providing a training that outlines the process for submitting out-of-network provider requests for timely access to Quality Improvement.

This new process will be implemented on April 1, 2025. Each CCP is responsible for ensuring that relevant staff attend at least one of the training sessions.

<p style="text-align: center;"><b>OPTION I</b>  <b>Tuesday, March 18<sup>th</sup>, 11:00 – 12:00</b></p>	<p style="text-align: center;"><b>OPTION II</b>  <b>Thursday, March 20<sup>th</sup>, 2:30 – 3:30</b></p>
<p><b>Training Link:</b></p> <p><b>Microsoft Teams</b> <a href="#">Need help?</a>  <a href="#">Join the meeting now</a>            Meeting ID: 239 659 156 11            Passcode: 8aM3EH6i  <b>Dial in by phone</b>  <a href="#">+1 408-791-0743,,404580492#</a> United States, San Jose  <a href="#">Find a local number</a>            Phone conference ID: 404 580 492#</p>	<p><b>Training Link:</b></p> <p><b>Microsoft Teams</b> <a href="#">Need help?</a>  <a href="#">Join the meeting now</a>            Meeting ID: 257 990 180 103            Passcode: KU9Gm3qU  <b>Dial in by phone</b>  <a href="#">+1 408-791-0743,,828094914#</a> United States, San Jose  <a href="#">Find a local number</a>            Phone conference ID: 828 094 914#</p>

For any general questions on this new process, please contact [bhs\\_qi@hhs.sccgov.org](mailto:bhs_qi@hhs.sccgov.org).