



COUNTY OF SANTA CLARA
Behavioral Health Services
Supporting Wellness and Recovery

MEMORANDUM

TO: BHSD County Clinics

FROM: Courtney Gray, Quality Management Director

DocuSigned by:
Courtney Gray
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RE: New Monthly BHSD Operations Meeting

DATE: April 10, 2025

Effective May 14, 2025 BHSD will be hosting new monthly operations meetings with County Clinics. These meetings will occur every 4th Wednesday of the month from 1 – 2pm and will be facilitated by BHSD staff. The intention of these meetings are to allow a forum for information sharing, provide guidance, and answer questions related to various operational areas for behavioral health services. We recommend that clinics send staff who oversee the operational aspects of your clinics. Representatives across BHSD divisions will be in attendance for their respective areas; including Provider Relations Network Oversight Management team, Provider Relations Operations Team, Electronic Health Records Team; Behavioral Health Call Center Team, Contracts Administration and Finance

Agenda items will include the following topics on a rotating basis: referrals, timely access, reporting, closures, billing/eligibility, invoices, contracts, and credentialing. Providers will have the opportunity to submit questions one (1) week in advance of each meeting to allow staff to prepare a response. Questions must be submitted to BHSDPR@hhs.sccgov.org with the subject line "Operations Meeting Questions".

These meetings will replace the Call Center Provider/Referral meetings that are currently held on the 2nd and 4th Wednesdays effective May 14, 2025. BHSD will also assess if other meetings can be consolidated in the meeting over the coming months.

Meeting information

Please see below Zoom link to the meeting and share with your teams.

https://sccgov-org.zoom.us/webinar/register/WN_i5Vd9-clQVm-UpKFUILKkQ#/registration

If you have any questions, please contact BHSD Provider Relations at BHSDPR@hhs.sccgov.org