

Memo

Date: June 18, 2026

To: Alameda County Behavioral Health Department (ACBHD) Specialty Mental Health Services (SMHS) and Substance Use Disorder (SUD) Providers

From: Gina Battaglia, Quality Assurance (QA) Supervising Program Specialist *Gina Battaglia*
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Subject: New ACBHD Credentialing Resources

The purpose of this memo is to notify SMHS and SUD providers of an *ACBHD Credentialing Process Frequently Asked Questions (FAQ)* document, and *Credentialing Process Flow* document posted in the ACBHD QA Manual.

Background

Since 7/1/20, ACBHD has partnered with The Council for Affordable Quality Healthcare (CAQH), a nationally recognized healthcare practitioner Credential Verification Organization, to perform primary source verification (PSV) services as part of initial credentialing and re-credentialing for its provider network once providers complete a provider profile in the CAQH portal.

Within [Provider Memo 2025-17](#), ACBHD provided guidance regarding the Medi-Cal billable provider types required for credentialing by ACBHD.

Within [Provider Memo 2026-12](#), ACBHD announced an upcoming change in the ACBHD credentialing process. Effective 7/1/26, new providers will need to complete a provider profile in the CAQH portal **and** be successfully credentialed by ACBHD **prior to** being granted access to ACBHD systems (SmartCare and Clinician's Gateway) **and prior to** service provision. This change is in line with [DHCS MHSUDS 18-019](#) and [BHIN 24-001](#) requirements.

Providers who deliver Medi-Cal services and who have provider types that are required for credentialing by ACBHD must go through the credentialing process. Additionally, providers who have provider types that are required for credentialing by ACBHD and who do not deliver Medi-Cal services, but who either oversee (supervise) clinical staff or review the documentation of clinical staff or both, must also go through the credentialing process.

ACBHD New Credentialing Resources

The following two resources have been developed by ACBHD and are published in section 3 of the [ACBHD QA Manual](#): 1) [ACBHD Credentialing Process Frequently Asked Questions \(FAQ\)](#) document, and 2) [Credentialing Process Flow](#).

The *ACBHD Credentialing Process FAQ* provides answers to questions relating to credentialing, including the upcoming change in the ACBHD credentialing process as of 7/1/26. The *Credentialing Process Flow* is a visual overview of the new credentialing process effective 7/1/26.

Action Required

ACBHD understands the impact of this change and recommends that organizations continue planning with their staff. ACBHD recommends the following:

- Pilot the new process *now* to assess where efforts need to be focused.
- Develop internal workflows to ensure timely staff completion of CAQH provider profiles.
- Outreach the CAQH Help Desk for technical assistance and support regarding profiles, especially for identifying item(s) missing/needed to move the profile to the ‘complete’ status, if needed. To contact the CAQH Help Desk:
 - Use the Chat feature in the [CAQH portal](#)
 - Live chat support is available through the portal Monday – Friday, 8:30 AM – 6:30 PM (EST)
 - Automated chat support is available 24/7
 - Please have your CAQH Provider ID available
 - Call toll-free at 888-599-1771
 - Phone support is available Monday – Friday 8:00 AM – 8:00 PM (EST)

Please communicate this information to others within your organization, as appropriate.

Support

For questions, please contact QATA@acgov.org.