

Memo

Date: September 28, 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*
Torfeh Rejali, QA Division Director *Torfeh Rejali*

Subject: New and Revised Credentialing Resources

The purpose of this memo is to notify SMHS and SUD providers of 1) A new document that may be provided to new clinical team members who require credentialing, at the time of onboarding, 2) Updates to the *ACBHD Credentialing Process Frequently Asked Questions (FAQ)* and *Credentialing Process Flow* documents.

Background

Within [Provider Memo 2026-12](#), ACBHD announced a change in the credentialing process. Effective 7/1/26, new providers must be successfully credentialed by ACBHD **prior to** being granted access to ACBHD systems (SmartCare and Clinician's Gateway) **and prior to** service provision. This includes providers with provider types that require credentialing who deliver Medical services and/or who supervise or review the documentation of clinical staff. This change is in line with [DHCS MHSUDS 18-019](#) and [BHIN 24-001](#) requirements.

New Document to Utilize During the Onboarding Process

To minimize delays in credentialing and expedite new providers' ability to render and claim for services, it is recommended that **hiring managers notify their new clinical team members regarding the credentialing requirements as quickly as possible during the onboarding process.**

ACBHD has drafted a document, titled [Onboarding Credentialing Requirements for New Clinical Team Members](#), that may be provided to new employees who require credentialing to advise them of the requirements. The document provides clear instructions for what is required as well as helpful resources.

Please note, the first step in the credentialing process, as described in this new document, is completion of a profile by the new employee in Council for Affordable Quality HealthCare (CAQH). The Credentialing process cannot begin until this step has been completed.

Revised ACBHD Credentialing Process FAQ and Credentialing Process Flow

- The [ACBHD Credentialing Process FAQ](#) has been revised and provides even more answers to questions relating to credentialing.

- The [Credentialing Process Flow](#), originally a visual overview of the new credentialing process effective 7/1/26 for new providers, has been updated to also include visual overviews of the following credentialing processes: 1) License Renewals after a Gap/Lapse in License¹ for Provider Types Requiring Credentialing by ACBHD, 2) License Updates for Provider Types Requiring Credentialing by ACBHD.

Action Required

Effective immediately, please include the document titled [Onboarding Credentialing Requirements for New Clinical Team Members](#) in packets provided to new clinical team members who require credentialing, during the onboarding process.

Please share the information within this memo with others in your organization, as appropriate.

Support

For questions, please contact QATA@acgov.org.

¹ To comply with DHCS requirements, ACBHD is required to recredential providers whose license has been renewed after a gap/lapse in their license.