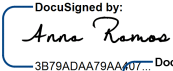
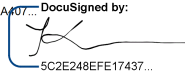


MEMORANDUM

DATE: June 1, 2023

TO: Mental Health Community Based Organization Executive and Financial Directors

FROM: Anna Ramos, Management Analyst, Contracts Unit 

THROUGH: Karen Capece, Interim Deputy Director/Plan Administrator 

CC: Dr. Aaron Chapman, Chief Medical Officer
James Wagner, Deputy Director of Clinical Operations
Ravi Mehta, Chief Compliance and Privacy Officer
Wendi Vargas, Contracts Director

SUBJECT: New Credentialing and Re-credentialing System – **Response Required**

Dear Community Partners:

Alameda County Behavioral Health has been actively working towards completing the implementation of credentialing services for its Provider Network by the Council for Affordable Quality Health Care (CAQH). As referenced in the [September 14, 2021 Memo](#) the implementation rollout was planned in three phases. Currently, we are in Phase III of implementation, which applies to all ACBH-contracted Community Based Organization (CBO) rendering service providers of mental health services.

The rollout of credentialing implementation for mental health CBOs will be in 5 staged groups, in alphabetical order by organization name. The first group of CBOs will begin in **June 2023** and subsequent groups will onboard each month thereafter. The target date for licensed providers to complete a provider profile in the CAQH ProView system is **within 30 days from the start date of each group**. Verification of credentials will be performed upon completion of a profile in CAQH.

To begin the implementation, we are requesting each CBO assign a designated Point of Contact (POC) to work with the ACBH credentialing implementation team. We suggest the POC be an administrative team member of your Human Resources Department, Compliance Department, or an Executive Assistant. The duties of the POC will consist of:

- Provide ACBH with a list of employees, email address, and their National Provider Identifier number (NPI) who are subject to credentialing. ACBH can provide guidance on what positions and licensed disciplines to include in the list.
- Distribute information provided by ACBH to clinical staff to aid in the completion of a CAQH provider profile.
- Provide a copy of your organization's certificate of insurance and an insurance cover letter on your company letterhead to each provider. ACBH will provide the cover letter template.
- Provide general communication between your organization and ACBH towards a successful implementation.





We estimate the designated point of contact to spend 6 to 10 hours to complete the credentialing implementation duties on behalf of your organization. The time commitment will span from our initial contact through the target completion date of 30 days.

Please email the following information to credentialing@acgov.org by **Wednesday, June 14, 2023, 5:00 PM**.

Organization Name:	
Designated Point of Contact: (first/last name)	
Point of Contact Title:	
Email address:	
Phone number:	

Additional information regarding the implementation will be provided once your organization’s point of contact has been established. Other related resources may be found here:

- [DHCS IN 18-019](#) Provider Credentialing and Re-Credentialing
- [ACBH Policy and Procedure #1603-3-2](#) Credentialing and Re-Credentialing for ACBH Mental Health and Substance Use Service Providers.
- www.caqh.org The Council for Affordable Quality Healthcare (CAQH)
- [CAQH ProView - Sign In](#) CAQH ProView web-based portal

Staged Implementation Schedule		
Group Category	Organization Name Begins With	Estimated Start Date with Target to Complete in 30 days
A	A through B	July 1
B	C through F	August 1
C	G through O	September 1
D	P through S	October 1
E	T through Z	November 1

Contact Info: credentialing@acgov.org

Implementation Lead: Anna Ramos, Management Analyst, ACBH Contracts Unit

Credentialing Roster Lead: Cindy Hoang, Specialist Clerk, ACBH/HCSA Office of Compliance Services

