

Date: January 5, 2020

To: All ACBH County Employees and Contracted Providers of Behavioral Health Services

From: Quality Assurance Office

Re: **Updating Credential Status - Board Registered Interns**

The Alameda County Behavioral Health (ACBH) Quality Assurance Office (QA) has identified some individuals who are credentialed in InSyst as Board Registered Interns whose registration has lapsed. QA has also found that several of these individuals are now licensed.

For staff that are now licensed, or have any other change in credential status, providers are required to notify ACBH so that this change is updated in our systems, (including in InSyst and Clinician's Gateway, if applicable). To make these changes please update the staff information using the ACBH INSYST Staff form or contact ACBH IS Help Desk by phone (510) 567-8181 or email at HIS@acgov.org for assistance in completing the appropriate INSYST and Clinician's Gateway forms. Providers will need to provide the staff name, and license number with effective and expiration dates.

For those individuals for whom we could not find an active registration or license, ACBH will be suspending their access to InSyst (and Clinician's Gateway, if applicable) on **January 31, 2020**. If a provider finds that an active staff person has been terminated in either database and has a current credential, please contact the ACBH IS Help Desk by phone or email for assistance in completing the appropriate INSYST and Clinician's Gateway forms.

Thank you for your assistance in meeting the requirements for verifying the credential status for all individuals providing services to our ACBH clients.

