



**SANTA CLARA COUNTY**  
Behavioral Health Services

**VALLEY HEALTH PLAN CREDENTIALING FAQs**

**1/28/2022**

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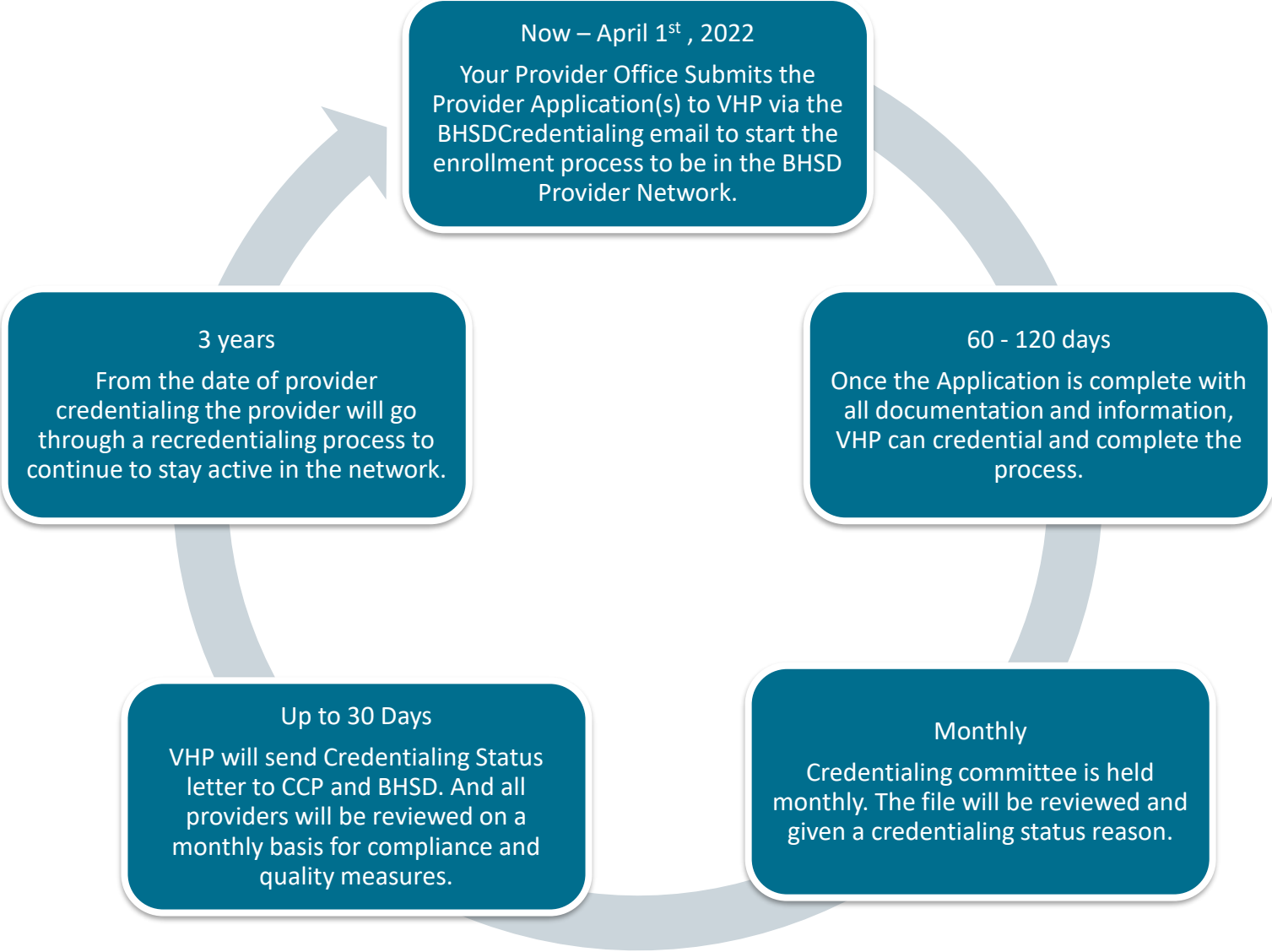
# Purpose of Valley Health Plan Credentialing

## PURPOSE OF VALLEY HEALTH PLAN CREDENTIALING

BHSD is delegating credentialing (a component of program integrity) to Valley Health Plan (VHP) to achieve administrative efficiencies and improved compliance with Managed Care requirements.

# Credentialing Cycle

# CREDENTIALING CYCLE



# Provider Credentialing Request Form

# PROVIDER CREDENTIALING REQUEST FORM

VHP requires a request form if your provider already has a CAQH number, there is just one page you will need to fill out and submit to the BHSDCredentialing email to start the credentialing process. Once this document is submitted to VHP, we will review and start the credentialing process. We will reach out to the contact provided with further questions if necessary.

Please review the sample below and the request form embedded for your reference.

**SANTA CLARA COUNTY**  
Behavioral Health Services  
Supporting Wellness and Recovery

Form Instructions: Please use this form to send requests to Valley Health Plan (VHP) to credential new providers. County Contracted Providers (CCP) are required to provide their Agency Name, NPI and Tax ID number. County Providers are required to provide their Program Name and Group NPI. Items highlighted in "red" are also required. To complete an application, please go to [www.CAQH.com](http://www.CAQH.com). If you have completed a CAQH application, please enter your profile number below, so that the VHP Credentialing team can access your information.

**Credentiaing Request Form**

<b>CCP Providers Only:</b>	<b>County Providers Only:</b>
Agency Name: <input type="text"/>	County Program Name: <input type="text"/>
Agency NPI: <input type="text"/>	County Program Group NPI: <input type="text"/>
Agency Tax ID: <input type="text"/>	

**Provider Information:**

Last Name:  First Name:

NPI:

License/Certification Type:  License/Certification #:  Exp. Date:

Practice Address:  City:

State:  Zip:  Office Phone:

E-mail:  CAQH #:

Please submit request to [BHSDCredentialing@vhp.sccgov.org](mailto:BHSDCredentialing@vhp.sccgov.org). Providers who are not eligible to use CAQH will be sent a Credentialing application to the e-mail that's provided on this form.

  
BHSD Cred Request Form



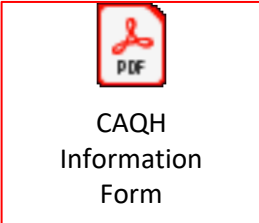
# CAQH Application/Process

# CAQH APPLICATION/PROCESS

Valley Health Plan (VHP) requires its participating providers to establish and maintain a Council for Affordable Quality Healthcare (CAQH) provider profile. Additionally, VHP’s participating providers must authorize VHP access to your CAQH provider profile. CAQH provider profiles are accepted by many health plans and eliminates duplicative paperwork with multiple organizations. [\(List of providers to apply with CAQH are in the next slide.\)](#)

**CAQH (Council for Affordable Quality Healthcare):**

CAQH Links: [CAQH ProView - Getting Started](#)  
[CAQH ProView - Sign In](#)



After you have applied with CAQH their system will provide you an identification number called CAQH Provider Profile ID#. You will submit this number to us for processing. The application can be filled out by an Admin or the provider, however, the provider will still be required to go into the system to attest and re-attest with date and signature to the information on the application.

Please submit the [Provider Credentialing Request Form](#) to the [BHSDCredentialing@vhp.sccgov.org](mailto:BHSDCredentialing@vhp.sccgov.org)

Please authorize VHP in your CAQH Profile so there is no need to fill out another application in the near future.

\*\*\*Please contact the CAQH Help Desk via live chat or by calling 1-888-599-1771.

All new hires (or any provider not on the list submitted on 1/19/2022) will be required to submit credentialing application to VHP by email to [BHSDCredentialing@vhp.sccgov.org](mailto:BHSDCredentialing@vhp.sccgov.org).

### **Council for Affordable Quality Healthcare (CAQH)**

- Medical Doctor (MD)
- Professionals of the Healing Arts (PHA)
- Alcohol/Drug Counselor (ADC)
- Clinical Psychologist (CP)
- Clinical Social Worker (CSW)
- Marriage/Family Therapist (MFT)
- Neuropsychologist (NEU)
- Professional Counselor (PC)
- Applied Behavioral Analyst (ABA)

# CPPA Application/Process

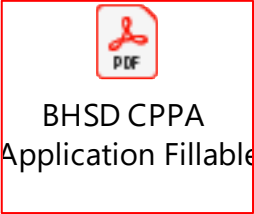
# CPPA APPLICATION/ PROCESS

For all providers that are Paraprofessionals/Non-Licensed Professionals are required to fill out the CPPA Application. All applicants are required to provide a resume/CV and a copy of the Certificate of Liability Insurance with their application.

Please see the application link and PDF filler below.

[PDFfiller - cppa application form.pdf](#)

or



# Provider Documents Required

# PROVIDER DOCUMENTS REQUIRED

VHP takes the documentation received, very seriously. If this documentation is not in the application when submitted, we are not able to start processing your provider. We will send up to three requests for retrieving the essential documentation. Otherwise, we will withdraw the provider from the credentialing process, and they will not be able to bill nor continue to bill for services.

## Paraprofessionals/Non-Licensed Professionals Documents

- Resume
- Copy of Liability Insurance

## All Licensed/Certified Professionals Documents

- Provider Credentialing Request Form
- Resume if CAQH App is not applicable
- Copy of License(s)
- Copy of Certificate of Insurance or Provider Liability Insurance
- Copy of Certification(s)

# Provisional Credentialing



## PROVISIONAL CREDENTIALING

VHP's Provisional Credentialing process is for providers that are of immediate need in the network or group. You will need to submit the Provider Request form for CAQH or the CPPA application 30 days prior the hire date. If you are not able to submit the application 30 days before the hire date, you can submit the application either two weeks before the hire date or on the provider's hire date. All documents with the application is still required. The file will not go to committee to be reviewed in order to continue services.

VHP will have 14 days to credential the provider for provisional status. The provider can only be in the Provisional status up to 60 days. After the 60 days, the provider will need to reapply and go through the credentialing process and be approved by committee or the provider will no longer be able to provide services and will be removed from having provisional status.

For further questions please email the [BHSDCredentialing@vhp.sccgov.org](mailto:BHSDCredentialing@vhp.sccgov.org) .

# Additional FAQs

## ADDITIONAL FAQS

1. What if we submit a new provider, but they do not end up an employee with our agency? Or if their hire date is pushed out? The provider application is valid for 180 days prior to their effective date in NetSmart. Providers are expected to re-submit with updated hire date and/or send email to [BHSDCredentiaing@vhp.sccgov.org](mailto:BHSDCredentiaing@vhp.sccgov.org) and [BHSDBusinessoffice@hhs.sccgov.org](mailto:BHSDBusinessoffice@hhs.sccgov.org) . If you need to withdraw the submission, please send notification via email to the email addresses above.
2. If the onboarding occurs mid month will the individual have to wait a couple of weeks? Depends, if the provider is not an urgent need, we can hold the provider application for 60 days before withdrawal from the process. The provider will not be able to bill until they are credentialed if their application was submitted after 1/19/2022.
3. When the applications are approved at the monthly credentialing meeting, will their county profile be made effective as of their hire date, or the date of the credentialing meeting? What date can they begin billing if they are not provisionally credentialed? Provider credentialing information will be updated when approved by the credentialing committee. After the provider is approved in committee, please allow 48 to 72 hours for the provider to be loaded into NetSmart for billing.
4. Once a provider is approved how long does it take the billing system to be updated with the provider information? Provider credentialing information will be updated when approved by the credentialing committee. BHSD is actively working with NetSmart on reporting tools to assist with this information.

# VHP Contact Information

# VHP CREDENTIALING DEPARTMENT

**Credentialing Manager**  
Rhonda Bibbins

**Credentialing Supervisor**  
Darlene Cooper

**Credentialing Specialists**  
Luz Lopez  
Ana Garcia  
Stacey Tran

**Office Specialist**  
Ranjit Aulakh



## How to Reach Us:

**Email:** [BHSDCredentialing@vhp.sccgov.org](mailto:BHSDCredentialing@vhp.sccgov.org)

**Phone:** 408-885-2590

