COUNTY OF SANTA CLARA
Behavioral Health Services

CONTACT LIST
REV. 12/27/22

CONTACT LIST

If any issues arise with the myAvatar implementation, **please refer to the correction guides first**. If the correction guides do not address the issue reach out to the emails below:

Credentialing Support Email: BHSDBusinessOffice@hhs.sccgov.org
- myAvatar Access

VHP Credentialing Support Email: BHSDcredentialing@vhp.sccgov.org
- Credentialing Process

BHSD EHR Email: BHSD_EHR_info@hhs.sccgov.org
- General PCNX Inquiry

Claims Support Email: CSCCCPClaimsGroup@hhs.sccgov.org
- Billing/Claims Issues

BHSD Documentation Correction Email: ccppcnxdoccorrection@hhs.sccgov.org
- Correcting Documents in myAvatar/PCNX

HIMS Email: HHS-HHSHIMBHSD@hhs.sccgov.org
- Merging MRNs

BHSD TSS: support@tss.sccgov.org or 408-970-2222
- Technical issues
- See pg. 3 on how to contact TSS

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HOW TO CONTACT TSS

For login and technical issues, please refer to the support guides. If there are still further questions, email TSS at support@tss.sccgov.org.

The subject line must include "**HHS-BHS Triage**" to get routed to the appropriate TSS support. For example: *HHS-BHS Triage: Login Issues*

This email cannot receive encrypted messages. Once a TSS team member replies back, then PHI information can be sent via an encrypted message to the TSS team member directly.

*Please refer to '*Unicare/PCNX Login Issues*' correction document if there are any login issues.

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