



<b>Health Care Agency Mental Health and Recovery Services Policies and Procedures</b>	Section Name:	Compliance
	Sub Section:	Credentialing
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SIGNATURE		DATE APPROVED
Director of Operations Mental Health and Recovery Services		
Signature on File		6/1/2023

<b>SUBJECT:</b>	Individual Provider Credentialing Committee
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**PURPOSE:**

To ensure that providers rendering services to Medi-Cal beneficiaries through the Orange County Medi-Cal Mental Health Plan (hereby referred to as Orange MHP) and/or the Orange County Drug Medi-Cal Organized Delivery System (DMC-ODS) meet the credentialing requirement of those programs.

**POLICY:**

Mental Health and Recovery Services (MHRS) shall have a Credentialing Committee to ensure that providers rendering services to Medi-Cal beneficiaries through the Orange MHP and/or the DMC-ODS undergo a credentialing process that meets the credentialing requirements of those programs. The credentialing process shall assure that initial, ongoing, and terminal reviews of potential or actual providers are performed in accordance with written criteria and procedures.

**SCOPE:**

This policy applies to staff at County operated and County contracted clinics providing services to Medi-Cal beneficiaries under the Orange MHP and DMC-ODS. Network providers in the County's Administrative Services Organization (ASO) are credentialed by the ASO per contractual obligations.

**REFERENCES:**

[DHCS MHSUD Information Notice 18-019 \(IN-18-019\) - Provider Credentialing and Re-Credentialing for Mental Health Plans \(MHPs\) and Drug Medi-Cal Organized Delivery System \(DMC-ODS\) Pilot Counties](#)

[BHS P&P BHS Credentialing and Re-Credentialing Requirements](#)

**DEFINITIONS:**

Credentialing – Credentialing is a uniform process for verifying, through primary source, the education, training, experience, licensure and overall qualifications of behavioral health and substance use disorder services providers.

Credentialing Committee – a multi-disciplinary body approved by the Deputy Agency Director of Mental Health and Recovery Services (MHRS)), or designee to ensure that providers rendering services to Medi-Cal beneficiaries meet or continue to meet credentialing/re-credentialing requirements.

Credentialing Verification Organization (CVO) – an agency delegated to gather, verify and process all information necessary to complete the credentialing and re-credentialing process.

**PROCEDURE:**

**I. Committee Membership**

- A. The Credentialing Committee shall be composed of a multi-disciplinary body approved by the Deputy Agency Director of Mental Health and Recovery Services (MHRS), or designee.
- B. Committee membership may include, at a minimum:
  - 1. Quality Management Services (QMS), Quality Assurance and Performance Improvement Division Manager and at least one (1) and no more than three (2) QMS Support Teams Program Managers.
  - 2. Adult and Older Adult (AOA) Services, at least one (1) and no more than two (2) AOA Division Managers and at least one (1) and no more than two (2) AOA Program Managers.
  - 3. Children and Youth Services (CYS), at least one (1) and no more than two (2) CYS Division Managers and at least one (1) and no more than two (2) CYS Program Managers.
  - 4. Substance Use Disorder (SUD), at least one (1) and no more than two (2) SUD Division Managers and at least one (1) and no more than two (2) SUD Program Managers.
  - 5. Crisis and Acute Care (CAC) Services, at least one (1) and no more than two (2) SUD Division Managers and at least one (1) and no more than two (2) SUD Program Managers.
  - 6. Forensics Services, at least one (1) and no more than two (2) Forensic Division Managers and at least one (1) and no more than two (2) SUD Program Managers.
  - 7. MHRS Medical Director or designee and at least one (1) and no more than three (3) Associate Medical Directors.

8. The committee chair shall be the Quality Assurance and Performance Improvement Division Manager of QMS or designee.
- C. Staff support for the credentialing committee shall be provided by QMS Managed Care Support Team (MCST).
- D. Credentialing committee members shall be bound by confidentiality in the discharge of their duties and agree to maintain any personally identifiable or sensitive information they may encounter during their participation in the credentialing committee only within this system.
- E. Committee membership participation will be determined based on the relevant service area under review and not all committee members will need to convene at one time.

## II. Committee Function

- A. Meet at least annually or as needed to:
  1. Advise MHRS in the development and/or approval of standards for credentialing and re-credentialing of independent professional contractors for the Orange MHP and for DMC-ODS, including the credentialing protocol as appropriate.
  2. Develop and maintain policies and procedures (P&P) that include initial credentialing and re-credentialing of County and County contracted employees providing services for the Orange MHP and for DMC-ODS. These P&Ps shall be reviewed and approved by the BHS Director of Operations.
  3. Review the results and work flow of the credentialing processes implemented by QMS MCST and recommend improvements as needed to ensure consistency with the application of the credentialing process.
  4. Review and recommend quality improvement or quality assurance activities when individual providers who are credentialed show a history of past or present adverse entries into any of the databases reviewed as part of the credentialing process.