



TO: Mental Health & Recovery Services New Hire Candidate

FROM: Ian Kemmer, LMFT
Director, Authority & Quality Improvement Services

DATE: August 1, 2022

RE: New Hires: Mandatory Requirement for County Credentialing at Medi-Cal Certified Sites

Welcome to credentialing! To be successful with the hiring phase you must begin initiating the mandatory credentialing process within **5-10 business days** of your established **hire date**, if you are assigned to deliver Medi-Cal covered services at a Medi-Cal certified site. Federal Managed Care Final Rule requires the State to have a uniform credentialing and re-credentialing policy that addresses behavioral health and substance use disorder services providers. The credentialing process is one component of the comprehensive quality assurance system for the Mental Health Plan (MHP) and Drug Medi-Cal Organized Delivery System (DMC-ODS) Plans.

Credentialing ensures that providers are appropriately licensed, registered, waived, and/or certified as required by state and federal law and that each of its network providers is qualified in accordance with current legal, professional, and technical standards. As a provider coming on board with the County you must be in good standing with the Medicaid/Medi-Cal programs. Any provider excluded from participation in Federal health care programs, including Medicare or Medicaid/Medi-Cal, may not participate in any Plan's provider network.

To begin, this memo provides instructions and several attachments that you must review carefully and completely to prevent delays with the hiring and credentialing process.

Credentialing General Fact Sheet

The Credentialing General Fact Sheet will help you learn more about the process that you will be going through.

Credentialing - Mandatory Exclusions Fact Sheet

This Credentialing Mandatory Exclusion Fact Sheet will explain the Office of the Inspector General (OIG) having the authority to exclude individuals and entities from Federally funded health care programs. This fact sheet is provided for informational purposes. You can contact the OIG for additional information about this requirement or how to request reinstatement if needed. If you are identified as an excluded individual, you must report this to Human Resources immediately.

COUNTY CREDENTIALING REQUIREMENTS FOR NEW HIRES

August 1, 2022

Page 2 of 4

National Provider Identifier (NPI) Number

If you do not have an NPI# you will need to create one on the National Plan & Provider Enumeration System website at www.nppes.cms.hhs.gov. This NPI# will be needed for you to complete the New Applicant Request Form.

Resume Template

Attached is a sample of a resume template. Instead of a resume, you may submit a copy of the employment application that you completed for this position with the County. The resume or application must detail a minimum of 5 years of work experience. Resume or application must be submitted to the Authority and Quality Improvement Services (AQIS) Managed Care Support Team (MCST) as part of your credentialing packet.

New Applicant Request Form (NARF)

The NARF must be submitted to initiate the credentialing process. This form is used to create your profile and to upload the supporting documents to the Credentialing Verification Organization (CVO), Verge Health, Inc.

It is important to ensure your name matches and is consistent. Meaning, the NPI and Certifying Organization name should be the same. The name must:

- be the full legal name
- without a middle initial (either full middle name or no middle name)
- match on the NPI/Certifying Organization in order for proper billing to occur in the County IRIS system.

Though the State recommends the Certifying Organization (CO)/Licensing Board (LB) name to match, it is not a requirement. However, the State will eventually request for this to match. At this time, it is not critical to change your name with the CO/LB but it is highly recommended that you make the name change at the next renewal date to be consistent.

If there is a middle initial listed on the CO/LB website, please only use your first and last name throughout this process. If the middle name is spelled out its entirety, it can be added to the NARF and used throughout the credentialing process. It is important to follow these directions since it will prevent delays in the process.

Example:

John L. Smith (if displayed on certifying organization) = John Smith (on all HCA documents)

John Larry Smith (on certifying organizations) = John Larry Smith (on all HCA documents)

Next, you must complete the NARF, submit a resume/employment application, and complete the mandatory trainings with a certificate of completion listed below. The required training certificates is based on the program's health plan you are hired into, whether it is the Mental Health Plan (MHP) or the Drug Medi-Cal Organized Delivery System (DMC-ODS).

COUNTY CREDENTIALING REQUIREMENTS FOR NEW HIRES

August 1, 2022

Page 3 of 4

- MHP: MHRs CYP or AOA Annual Provider Training (APT) Certificate
Annual Cultural Competency Training (CC) Certificate
- DMC-ODS: Physicians five (5) CMEs in Addiction completed in the last year
Licensed Clinicians five (5) CEUs in Addiction completed in the last year
ASAM A/B or I/II Certificate
MHRs SUD Annual Provider Training (APT) Certificate
Annual Cultural Competency Training (CC) Certificate

Below are the mandatory trainings you may access on the first few days as a new employee. You MUST submit all your certificates immediately to the MCST to finalize your credentialing packet.

MHRs Annual Provider Training Link: Complete the required training for the respective program you will be hired into (Children, Youth & Prevention, Substance Use Disorder or Adult & Older Adult):

<https://www1.ochca.com/ochealthinfo.com/training/bhs/apt/2022/General/story.html>

Annual Cultural Competency Training Link:

<https://www1.ochca.com/ochealthinfo.com/training/bhs/bhts/culturalcompetency/2021/>

ASAM A/B or I/II Training Link:

You will need to contact the Behavioral Health Training Services at BHTrainingRequest@ochca.com to request to be registered and receive the online training link to complete the two trainings.

5 CME(Physician) or CEU(Licensed Clinician) in Addiction

Obtain the 5 CME/CEU utilizing your certifying organization or licensing board resource to locate and complete the required trainings in addiction (i.e. Motivational Interviewing, Relapse Prevention, etc.)

You must submit all documents to AQISManagedCare@ochca.com using the subject line: **Credentialing – County NEW HIRE Packet** within **5-10 business days of your hire date** to prevent any further delays with the credentialing process.

You may send multiple, individual attachments in **one** email. We encourage you to submit your credentialing packet and password protect only your NARF. Email the MCST to be advised on what password to use and save your attachments using the following format:

Last name, First name, NARF

Last name, First name, Resume

Last name, First name, APT

Last name, First name, CC

Last name, First name, ASAM A – **DMC-ODS Providers ONLY**

COUNTY CREDENTIALING REQUIREMENTS FOR NEW HIRES

August 1, 2022

Page 4 of 4

Last name, First name, ASAMB – **DMC-ODS Providers ONLY**

Last name, First name, CEU (Licensed staff only) – **DMC-ODS Providers ONLY**

Once you have submitted all the required documents to our credentialing team, you will receive an email from our Credentialing Verification Organization (CVO), Verge Health, Inc., instructing you to begin their online application within **3 business days**. Please be on the lookout for their credentialing application invite from Verge Health, Inc. Once you receive this email from the CVO, you will have up to **7 days to complete the credentialing application**. Failure to do so will result in delaying the credentialing process.

Upon completing your online application and attestation you may also receive e-mail inquiries from Verge Health, Inc. directly (i.e. probation, education verification, employment gaps, etc.) and must respond timely to ensure the application can be processed expeditiously. The average time to receive an approval letter for credentialing upon completing your online application and attestation is between 7-30 days. If there are concerns with your credentialing application, it will be escalated to the Credentialing Review Committee for further evaluation to decide, which may take longer. Should your credentialing application be denied you may file an appeal with the MCST. Such appeal shall be reviewed by a sub-committee and the decision made for the appeal shall be considered final.

IMPORTANT:

AQIS MCST requires you to submit the credentialing packets in its entirety within 5-10 business day of your hire date. Failure to complete the credentialing requirements will impact your ability to continue employment with the County of Orange. New providers who are NOT credentialed must not deliver any Medi-Cal covered services until they have received a credentialing approval letter.

If you have any questions, please e-mail AQISManagedCare@ochca.com or call (714)834-5601 and ask for the MCST Credentialing Representative to assist you.

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Director, Authority & Quality Improvement Services

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Enclosures:

- Credentialing Fact Sheet
- Credentialing - Mandatory Exclusions Fact Sheet
- New Applicant Request Form
- Resume Template Sample
- List of Medi-Cal Certified Sites