Health Care Agency Behavioral Health Services Policies and Procedures	Section Name:	Client's Rights
	Sub Section:	Member Access
	Section Number:	02.07.02
	Policy Status:	☒New ☐Revised

	SIGNATURE	DATE APPROVED
Deputy Director Behavioral Health Services	Signature on File	02/05/2026

SUBJECT:	BHP Provider Directory Application Programming Interface (API)

PURPOSE:

To outline the process for the Orange County Behavioral Health Plan (BHP) Provider Directory API to be routinely tested and monitored for member access, and to outline the process for the API to be updated as technical or regulatory changes occur that impact the functionality of the API.

POLICY:

It is the policy of Behavioral Health Services (BHS) to ensure member access to the Orange County BHP Provider Directory API via a publicly accessible link or web uniform resource locator (URL) and to conduct routine testing and monitoring of member access of the Provider Directory API.

SCOPE:

This policy applies to the BHP Provider Directory.

REFERENCES:

BHIN 23-032 Interoperability and Patient Access Final Rule Compliance Monitoring Process.pdf

02.01.04 BHP Provider Directory P&P

DEFINITIONS:

Application Programming Interface – A set of rules that allows different software programs to communicate with each other.

Member – A person with Medi-Cal coverage who is served by the Orange County Behavioral Health Plan

PROCEDURE:

I.   Provider Directory API Compliance

    A. The Provider Directory Application Programming Interface (API) for the BHP is maintained and is publicly accessible on the BHP provider directory website. https://bhpproviderdirectory.ochca.com/api/swagger/index.html

    B. The information in the provider directory API shall be updated no later than 30 calendar days after the Quality Management Services (QMS) team responsible for maintaining the provider directory receives provider information or is notified of a change.

    C. Provider Directory API Documentation shall be posted publicly. https://bhpproviderdirectory.ochca.com/api-document

    D. The API data is consistent with the information published in the public BHP provider directory, which complies with the required DHCS data elements as described on 02.01.04 BHP Provider Directory P&P.

    E. Data changes shall be available on the directory and API within 1 business day of the information update.

II.   Risk Management

A. The BHP reserves the right to deny or discontinue access to its Provider API by any third-party application if it reasonably determines, through a documented security risk analysis, that continued access poses an unacceptable risk to PHI.

B. Risk Identification and Assessment

1.   The BHP shall monitor API activity and conduct periodic and event-driven security risk assessments. Indicators of risk may include:

a)   Unusual or excessive data requests

b)   Known vulnerabilities in the third-party app

c)   Reports of data breaches or misuse

2.   Risk Evaluation: The risk shall be evaluated using the BHP's HIPAA-compliant risk analysis framework. The evaluation shall consider:

a)   Likelihood and impact of a breach

b)   Mitigation measures available

3.   Determination and Documentation: If the risk is deemed unacceptable, the BHP shall:

a)   Document the findings and rationale

b)   Notify the third-party application provider in writing

c)   Include specific reasons for the denial or discontinuation

d)   Provide, if applicable, steps the app developer can take to mitigate the risk and reapply for access

4.   Discontinuation of Access: Access shall be revoked immediately or within a defined timeframe based on the severity of the risk.

5.   Appeals and Reinstatement

a)   The third-party app provider may submit a written appeal with evidence of remediation.

b)   The BHP shall re-evaluate the risk and determine whether access can be reinstated.

C. Compliance, Monitoring, and Change Management

1. This policy shall be reviewed annually or upon significant changes to federal regulations, technical changes, interoperability standards, or internal systems.

2. HCA change management procedures shall be used to plan and execute changes to the API as needed.

3. All actions taken under this policy shall be logged and retained for audit purposes.

II.   Key Features of the Provider Directory API

A.   The Provider Directory API offers programmatic access to comprehensive healthcare provider and facility data. It adheres to RESTful principles and uses JSON for data exchange. This documentation includes details on API endpoints, authentication, request/response formats, and integration guidelines.

B.   API Collections: The API is organized into three primary collections:

1. Lookup Collection: Provides standardized reference data used throughout the system. These endpoints return code lists and lookup values essential for validation and display. No authentication is required.

2. Provider Collection: Enables searching and filtering of providers, and access to provider details, languages, and specialties.

3. Site Collection: Provides access to healthcare facility data, including locations, services, schedules, and provider-site relationships.