

**COUNTY OF SONOMA
DEPARTMENT OF HEALTH SERVICES
BEHAVIORAL HEALTH DIVISION: MENTAL HEALTH SERVICES**

Medi-Cal Mental Health Provider Credentialing Procedure

POLICY: BH-01 Provider Credentialing and Continuous Monitoring

PROCEDURE:

The following procedure describes the necessary steps for a provider to become authorized to provide and claim for specialty mental health services (SMHS) as part of the Sonoma County Mental Health Plan (MHP). Authorized providers are given a unique staff number for use in Medi-Cal claiming. All providers are required to maintain the required credentials in order to provide the SMHS approved for their assigned credentialing category. These procedures apply to both Sonoma County Department of Health Services - Behavioral Health Division (DHS-BHD) staff as well as providers from DHS-BHD contractors upon enrollment in the County billing system.

The Medi-Cal Provider Credentialing Procedure must be followed when:

1. A new provider requests to provide specialty mental health services as part of the MHP;
2. A current provider requests a change in their provider status, such as terminated employee, an expired license/registration, name change, or a change in educational or new licensure/registration status.
3. A current provider no longer meets the requirements for their credentialing category;
4. Upon request from the DHS-BHD Credentialing Committee. QI will communicate on behalf of the Committee any requests that are needed by the Committee.

Providers of SMHS fall into five credentialing categories and include:

I. LICENSED STAFF

1. Physician (M.D., D.O.)
2. Licensed Psychologist (Ph.D., Psy.D.)
3. Licensed Clinical Social Worker (LCSW)
4. Licensed Marriage and Family Therapist (LMFT)
5. Licensed Professional Clinical Counselor (LPCC)
6. Registered Nurse (RN)
7. Licensed Vocational Nurse (LVN)
8. Psychiatric Technician (PT)
9. Other Medical Professionals (i.e., PA's and PNP's)

II. WAIVERED PROFESSIONALS

10. Registered Psychologist
11. Registered Psychological Assistant
12. Out of State licensees

III. REGISTERED ASSOCIATES

13. Associate Marriage and Family Therapist (AMFT)
14. Associate Clinical Social Workers (ASW)

15. Associate Professional Clinical Counselor (APCC)

IV. GRADUATE STUDENTS

16. Master's and Doctoral Degree candidates

V. UNLICENSED WORKERS

17. Mental Health Rehabilitation Specialist (MHRS)

18. Adjunct Mental Health Staff (those not meeting above categories)

Credentialing Procedure for Contracted providers

1. Contracted providers must complete *MHS 144-Staff Number Request Form* and submit it (along with the required documents for their credentialing category) to the Revenue Audit (RA). For independent contractor psychiatrists (working on behalf of county-operated programs) and those hired through medical employment agency, the Sonoma County Behavioral Health Medical Director, or designee, will collect Staff Number Request and all **Required documents listed below, and follow the steps 1-8 below**. Providers could also be asked to provide current or updated documents to Revenue Audit (RA), Quality Improvement, or the Sonoma County Behavioral Health Medical Director, or designee, when needed.
2. Contractors will be required to provide evidence of initial preemployment screenings through use of appropriate databases (i.e. Office of Inspector General List of Excluded Individuals/Entities, California Department of Health Care Services Medi-Cal List of Suspended or Ineligible Providers (LSIP), and System for Award Management (SAM) and the Social Security Administration's Death Master File) and submit copies to RA with required documents listed below. In addition, Contracted Providers are responsible for monthly Excluded Provider Screenings.
3. Contractors will submit copy of Contractor Attestation Form to RA, which will be submitted to QI for review and approval.
4. **Within 3 business days of receiving documents from contracted providers**, The Revenue Audit (RA) will ensure that contracted providers have a valid National Provider Identifier (NPI) number and are registered with the National Plan and Provider Enumeration System (NPPES) under the correct taxonomy <https://npiregistry.cms.hhs.gov/>.
5. **Within 3 business days of receiving documents from contracted providers**, The Revenue Audit (RA) will obtain copies of any relevant license/registration/certification and check the California BreEZe, <https://search.dca.ca.gov/>, or California Consortium of Addiction programs and Professionals(CCAPP), <https://ccappcredentialing.org/index.php/verify-credential>, to confirm that the license/registration/certification is current.
6. **Within 3 business days of receiving documents from contracted providers**, the Revenue Audit (RA) will submit Staff Number Request form and supporting documentation to QI for review and approval (see below credentialing categories for requirements). Any provider credentialing requests that do not meet the minimum requirements will be asked to provide additional information and/or may be reviewed by the Credentialing Committee or the assigned Section Manager.
 - a. As part of this review QI will provide section managers with a copy of supervision plans for unlicensed CBO providers for approval.
 - b. QI will verify PAVE application/registration and update tracking system with approvals as they arrive. S:\BH\QI\PAVE\PAVE Master Staff list.xlsx

7. **Within 3 business days of receiving above identified documents (1-6 above) from RA**, QI will review, approve, then communicate (via written email) with RA to issue a staff number to the provider along with an effective date. Services may be provided and claimed for by the provider using the assigned staff number beginning with the effective date. Any services provided prior to the effective date are not reimbursable/billable.

8. Providers must notify RA **immediately** via the *MHS 144-Staff Number Request Form* if their provider status changes in any way. This may include a terminated employee, expired license/registration, name change, a change in education, or new licensure/registration status. RA will notify QI of the staff status change **within 3 business days of receiving** the updated MHS 144 Staff Number Request. QI will update the Provider Directory and all relevant credentialing databases.

Credentialing procedure for County Staff Providers

1. County staff providers must complete *MHS 144-Staff Number Request Form* and submit it (along with the required documents for their credentialing category) to Human Resources at the time of hire. **Required documents** are listed below, along with the approved mental health activities for each type of provider. County staff could also be asked to provide current or updated documents to RA or Quality Improvement (QI) when needed.
2. Human Resources checks initial provider screenings prior to employment (i.e. Office of Inspector General List of Excluded Individuals/Entities (LEIE), California Department of Health Care Services Medi-Cal List of Suspended or Ineligible Providers (LSIP), and System for Award Management (SAM) and the Social Security Administration's Death Master File); Payroll runs LEIE, LSIP, and SAM screening checks on a monthly basis thereafter.
3. Human Resources collects Attestation Form at the time of hire, and logs into HRIS. Human Resources will also obtain Attestation forms every 3 years for re-credentialing.
4. Human Resources will obtain copies of any relevant license/registration/certification and check the California BreEZe or other applicable website to confirm that the license/registration/certification is current. <https://search.dca.ca.gov/>
5. The Staff Number Request form and supporting documentation (see below credentialing categories for requirements) will be reviewed by Human Resources. Any provider credentialing requests that do not meet the minimum requirements will be asked to provide additional information and/or may be reviewed by the Credentialing Committee or the assigned Section Manager.
6. Human Resources will send the completed MHS 144-Staff Number Request Form to RA. RA verifies and approves MHS 144 Staff Request Form based on the information provided by HR.
 - a. The Revenue Audit (RA) will ensure that county providers have a valid National Provider Identifier (NPI) number and are registered with the National Plan and Provider Enumeration System (NPPES) under the correct taxonomy. <https://npiregistry.cms.hhs.gov/>
 - b. Revenue Audit (RA) will then set up county staff in AVATAR electronic health record in accordance with their credentials/scope of practice following the staff number assignment.
 - c. Human Resources notifies QI of a new employee through the personnel action request (PAR), QI will verify PAVE application/registration, update tracking system with approvals as they

arrive, and provide PAVE application assistance as needed. S:\BH\Q\PAVE\PAVE Master Staff list.xlsx.

7. RA issues a staff number to the provider along with an effective date. Services may be provided and claimed for by the provider using the assigned staff number beginning with the effective date. Any services provided prior to the effective date are not billable.
8. Providers must notify Human Resources *immediately* if their provider status changes in any way. This may include an expired license/registration, name change, or a change in educational or new licensure/registration status. Providers cannot provide and claim for SMHS if they do not meet the requirements of their credentialing category.
9. Human Resources will notify RA of any provider status (**via an updated MHS 144 Staff Number Request form**) regarding any changes **within 3 business days of receiving the employee status change.**

Required Documents and Approved Activities (Scope of Practice)

LICENSED STAFF

1. Physician

- a. Copy of current Drug Enforcement Administration (DEA) license.
- b. Copy of current Physician license from the Medical Board of California
- c. Evidence of completing an accredited psychiatry residency program (i.e. certificate, letter OR Board certification in psychiatry)
- d. Evidence of registration with Controlled Substance Utilization Review and Evaluation System (CURES 2.0)
- e. Contractor Attestation form
- f. Copies of pre-screening checks including evidence of checking OIG LEIE, Social Security Death Master, SAM, State Medicaid Exclusion List.
- g. Medi-cal RX enrollment
- h. Evidence of enrollment in Provider Application and Validation for Enrollment (PAVE) OR evidence of application submission (screen shot or copy of PDF from DHCS acceptable).
 - i. Applicant must provide evidence of approval of their PAVE application within 10 weeks
- i. Copy of work history.
- j. National Provider Identifier Number (NPI) with correct Taxonomy Code.

2. Psychologist

- a. Copy of current license from the California Board of Psychology
- b. Contractor Attestation form
- c. Copies of pre-screening checks including evidence of checking OIG LEIE, Social Security Death Master, SAM, State Medicaid Exclusion List.
- d. Evidence of enrollment in Provider Application and Validation for Enrollment (PAVE) OR evidence of application submission (screen shot or copy of PDF from DHCS acceptable).
 - i. Applicant must provide evidence of approval of their PAVE application within 10 weeks

- e. Copy of work history.
- f. National Provider Identifier Number (NPI) with correct Taxonomy Code
- g. Copy of required education (diploma)

3. **LCSW, LMFT and LPCC**

- a. Copy of current license from the California Board of Behavioral Sciences
- b. LPCC's must provide documentation from the Board of Behavioral Sciences confirming that they meet the necessary educational/experiential requirements prior to working with couples and families.
- c. Contractor Attestation form
- d. Copies of pre-screening checks including evidence of checking OIG LEIE, Social Security Death Master, SAM, State Medicaid Exclusion List.
- e. Evidence of enrollment in Provider Application and Validation for Enrollment (PAVE) **OR** evidence of application submission (screen shot or copy of PDF from DHCS acceptable).
 - i. Applicant must provide evidence of approval of their PAVE application within 10 weeks
- f. Copy of work history
- g. National Provider Identifier Number (NPI) with correct Taxonomy Code
- h. Copy of required education (diploma)

4. **Registered Nurse**

- a. Copy of license from the California Board of Registered Nursing
- b. Evidence of experience/training in psychiatric nursing
- c. Contractor Attestation form
- d. Copies of pre-screening checks including evidence of checking OIG LEIE, Social Security Death Master, SAM, State Medicaid Exclusion List.
- e. National Provider Identifier Number (NPI) with correct Taxonomy Code
- f. Copy of required education (diploma)

5. **Licensed Vocational Nurse and Psychiatric Technician**

- a. Copy of license from the California Board of Registered Nursing and Psychiatric Technicians
- b. Evidence of experience/training in psychiatric nursing
- c. Contractor Attestation form
- d. Copies of pre-screening checks including evidence of checking OIG LEIE, Social Security Death Master, SAM, State Medicaid Exclusion List.
- e. National Provider Identifier Number (NPI) with correct Taxonomy code.
- f. Copy of required education (diploma)

6. **Other Medical Professionals**

Other medical professionals such as Physician Assistants (PA) and Nurse Practitioners (NP) may become enrolled as network providers per Delegated Service Agreement or Standardized Procedures and credentialing is reviewed by the Medical Director.

- a. Contractor Attestation form
- b. Copies of pre-screening checks including evidence of checking OIG LEIE, Social Security Death Master, SAM, State Medicaid Exclusion List.
- c. Medi-cal RX enrollment
- d. Evidence of enrollment in Provider Application and Validation for Enrollment (PAVE) **OR** evidence of application submission (screen shot or copy of PDF from DHCS acceptable).

- i. Applicant must provide evidence of approval of their PAVE application within 10 weeks
- e. Copy of work history.
- f. National Provider Identifier Number (NPI) with correct Taxonomy Code
- g. Copy of required education (diploma)

Licensed Staff Approved Activities

- Can function as a “Head of Service” on agency application
- Can authorize services as directed by the County
- Can conduct comprehensive assessments, provide a diagnosis, and develop client plans/problem list without co-signature (except for RN, LVN and PT staff, as providing a mental health diagnosis is out of their scope of practice unless extended through a Standardized Procedure). **NOTE:** DHS-BHD requires co-signature of a licensed manager/supervisor on all assessments and client plans.
- Can co-sign the work of other staff members within their scope of practice
- Can provide and claim for all Mental Health Service categories within their scope of practice (example, a psychiatrist and registered nurse can claim for Medication Support Services, however, psychologists, LCSWs, LMFTs and LPCCs cannot)
- Licensed staff cannot provide any services that require licensure if their license is expired.

WAIVERED PROFESSIONALS

Staff requiring a Professional Licensure Waiver (PLW) include persons employed or under contract to provide Medi-Cal SMHS who are: 1) Pre or Post-Doctoral Psychologists, including Psychological Assistants and Psych Candidates, who are gaining Supervised Professional Experience required for licensure (**Note:** graduate students currently enrolled in a doctoral or post-doctoral program and working as un-paid interns, do not require a waiver because they are credentialed as Graduate Interns); or 2) Psychologists, Clinical Social Workers, Marriage and Family Therapists, or Professional Clinical Counselors who have been recruited for employment from outside California and whose experience is sufficient to gain admission to a CA licensing examination. These professionals will submit the outlined information below to RA, which is then provided to QI for review. QI will submit the PLW application (form DHCS 1739), along with the accompanying documents as specified below (a. or b.), to MH LicensingWaivers@dhcs.ca.gov:

- a. Individuals completing their pre-doctoral Supervised Professional Experience (SPE) or post-doctoral SPE, must submit a certified copy of transcript to RA & QI for inclusion with the PLW application. This transcript should demonstrate that the individual has a doctorate degree from an accredited university in psychology, educational psychology, or education with the field of specialization in counseling psychology or educational psychology – or – has completed at least 48 semester/trimester or 72 quarter hours of course work in these areas not including thesis or dissertation (pre-doctorate).
- b. For out-of-state licensed psychologists, clinical social workers, marriage and family therapists, or professional clinical counselors whose experience is sufficient to gain admission to the appropriate California licensing examination, these individuals must provide the following information with the application:
 - i. Copies of notification from the appropriate California licensing board that the individual has been accepted to sit for the applicable California licensing exam for their profession. A copy of the email to RA from the licensing board confirming the individual’s licensing exam date is sufficient to meet this requirement.

1. **Registered Psychologists/Psychological Assistants**

Request licensing waiver from Department of Health Care Services (DHCS) using form DHCS 1739 (requested by DHS-BHD). Resume and appropriate transcripts must also accompany the waiver application. The DHCS approval process may take several weeks. The staff member cannot be credentialed until the licensing waiver is approved by DHCS. In addition to form DHCS 1739, items a-j below are required for credentialing.

- a. Copy of current registration with the California Board of Psychology as a Registered Psychologist or Psychological Assistant.
- b. Diploma or certified copy of transcripts. Transcript should demonstrate that the individual has a doctorate degree from an accredited university in psychology, educational psychology, or education with the field of specialization in counseling psychology or educational psychology – or – has completed at least 48 semester/trimester or 72 quarter hours of course work in these areas not including thesis or dissertation (pre-doctorate). (accompanies DHCS 1739 application)
- c. Current resume (accompanies DHCS 1739 application)
- d. Employment/internship start date (in the position requiring the waiver)
- e. Contractor Attestation form
- f. Provide evidence of any sanctions or limitations on provider's license.
- g. Copy of pre-screening checks from Death Master File Index, OIG LEIE, SAM, and Medi-Cal Ineligible Provider List.
- h. Evidence of any history of liability claims filed against the provider.
- i. National Provider Identification Number (NPI) with Correct Taxonomy Code

2. **Out of State Licensees**

Request licensing waiver from DHCS using form DHCS 1739 (requested by DHS-BHD). The DHCS approval process may take several weeks. The staff member may not be credentialed until the licensing waiver is approved by DHCS. In addition, items a-i below are required for credentialing.

- a. Notification from the appropriate CA licensing board that the individual has been accepted to sit for the applicable CA licensing exam for their profession. A copy of the email from the licensing board confirming the individual's licensing exam date is sufficient. (accompanies DHCS 1739 application)
- b. Copy of license/registration with their respective state licensing board
- c. Contractor Attestation form
- d. Provide evidence of any sanctions or limitations on provider's license
- e. Copy of provider searches from Death Master File Index, OIG Exclusion List, Medi-Cal Ineligible Provider List, and SAM.
- f. Evidence of any history of liability claims filed against the provider.
- g. National Provider Identification Number (NPI) with correct taxonomy code.
- h. Proof of Malpractice insurance provided by the individual or organization.
- i. Copy of required education (diploma)

Waivered Professional Approved Activities

Waivered professional may perform the following activities under the supervision of a licensed professional within their scope of practice:

- Can function as a LPHA staff for the time dictated by the County and the DHCS waiver
 - **Note:** Waivers are valid for five (5) years. The waiver period runs continuously, even if the Individual has received a waiver from another county. There are no provisions that allow for an extension of the waiver.
- Cannot function as the Head of Service unless they meet qualifications dictated by the California Code of Regulations.

- Can authorize services as directed by the County
- Can conduct comprehensive assessments, provide a diagnosis, and develop client plans/problem list without co-signature while under waiver (except for RN, LVN and PT staff, as providing a mental health diagnosis is out of their scope of practice unless extended through a Standardized Procedure). **NOTE:** DHS-BHD requires co-signature of a licensed manager/supervisor on all assessments and client plans.
- Can co-sign the work of other staff members within their scope of practice (other than graduate students performing therapy)
- Waivered Professional staff cannot co-sign for a graduate student's *therapy* work. Therapy work must be co-signed by a licensed professional within their scope of practice.
- Can provide and claim for all Mental Health Services within their scope of practice.
- Cannot hold themselves out as independent practitioners and claim as an Enrolled Network Provider
- Waivered staff cannot provide any services that require licensure if their waiver is expired.

REGISTERED ASSOCIATES

1. AMFT, ASW, APCC

- a. Copy of current registration from the California Board of Behavioral Sciences
- b. Contractor Attestation form
- c. Copy of provider searches from Death Master File Index, OIG Exclusion List, Medi-Cal Ineligible Provider List, and SAM.
- d. Copy of work history (resume)
- e. National Provider Identification Number (NPI) with correct taxonomy code.
- f. Copy of required education (diploma).

Registered Associate Approved Activities

Associate Marriage and Family Therapists, Associate Clinical Social Workers, and Associate Professional Clinical Counselors may perform the following activities under the supervision of a licensed professional within their scope of practice:

- Can function as a LPHA staff for the time dictated by the County and DHCS
- Cannot function as the Head of Service unless they meet qualifications dictated by the California Code of Regulations
- Can authorize services as directed by the County
- Can conduct comprehensive assessments, provide a diagnosis, and develop client plans without co-signature of a licensed supervisor. **NOTE:** DHS-BHD requires co-signature of a licensed manager/supervisor on all assessments and client plans.
- Can co-sign the work of other staff members within their scope of practice (other than graduate students performing therapy)
- Can provide and claim for all Mental Health Services within their scope of practice
- Cannot hold themselves out as independent practitioners and claim as an Enrolled Network Provider
- Registered associates cannot provide any services that require licensure if their registration is expired.

GRADUATE STUDENTS

1. Master's and Doctoral Degree Candidates

- a. Name of graduate school and type of degree program (e.g., Master's, Doctorate, clinical psychology or school counseling)
- b. Year in the above program (e.g., first-year, second-year student in a two year program)
- c. Name, and license number of primary clinical supervisor (supervisor must meet all licensing board requirements for supervision of interns)
- d. Effective dates of employment (start date and end date, if known)
- e. The above information must be submitted annually until job class update/change or staff number termination.
- f. Contractor Attestation form
 - i. Copy of provider searches from Death Master File Index, OIG Exclusion List, and Medi-Cal Ineligible Provider List.
- g. Copy of provider searches from Death Master File Index, OIG Exclusion List, Medi-Cal Ineligible Provider List, and SAM.
- h. Copy of work history

Graduate Student Approved Activities

Graduate Students may perform the following activities under the supervision of a licensed professional within their scope of practice:

- Can conduct comprehensive assessments, provide a diagnosis, and develop client plans, but require a co-signature by a licensed supervisor (except for RN, LVN and PT staff, as providing a mental health diagnosis is out of their scope of practice unless extended through a Standardized Procedure). **NOTE:** DHS-BHD requires co-signature of a licensed manager/supervisor on all assessments and client plans.
- Can write progress notes but require a co-signature by a licensed supervisor.
- Can provide and claim for any Mental Health Services within their scope of practice but require oversight and co-signature on all clinical documents by a licensed supervisor.

UNLICENSED WORKERS

1. Mental Health Rehabilitation Specialist

- a. Job title and description (if not a DHS-BHD employee)
- b. Evidence of meeting one of the following requirements
 - i. Has a Bachelor's Degree and four years of experience in a mental health setting as a specialist in the fields of physical restoration, social adjustment, or vocational adjustment
 - Up to two years of graduate professional education may be substituted for the experience requirement on a year-for-year basis
 - Up to two years of post-associate degree clinical experience may be substituted for the required educational experience in addition to the requirement for four years' experience in a mental health setting
 - ii. Has a Master's Degree and two years of full-time equivalent (FTE) experience in a mental health setting.
 - iii. Has an Associate's Degree and six years of FTE experience in a mental health setting. At least two of the six years must be post-degree experience.
- c. Contractor Attestation form
- d. Copy of provider searches from Death Master File Index, OIG Exclusion List, Medi-Cal Ineligible Provider List, and SAM
- e. Copy of work history

MHRS Approved Activities

- Can function as a “Head of Service” on an agency application
- Can co-sign the work of other staff members as allowed by the County within their scope of practice (e.g., not therapy and assessment).
- Can develop client plans. **NOTE:** DHS-BHD requires co-signature of a licensed manager/supervisor on all client plans.
- Can provide and claim for the following Mental Health Services: Targeted Case Management, Plan Development, Individual/Group Rehabilitation, Crisis Intervention, and Therapeutic Behavioral Services, within their scope of practice (refer to contract/job description).

2. Adjunct Mental Health Staff

The County has the prerogative and program flexibility to integrate and define other staff who can provide direct or supportive specialty mental health services as determined by the County administration and approved by DHCS. It should be noted that it is not a requirement that staff are paid for services provided and claimed to Medi-Cal (i.e., staff may include unpaid undergraduate students/interns, volunteers or advocates) as long these unpaid persons meet Medi-Cal rules and regulations regarding claiming and scope of practice. Providers are considered for this job category on a case-by-case basis and are reviewed by Quality Improvement and the assigned DHS-BHD Section Manager. Approval is determined by the DHS-BHD Division Director.

For consideration in this category, please provide the following:

- a. Job title and description
- b. List of SMHS that the candidate will provide
- c. Current resume
- d. Copy of diploma/degree, training certificates, and/or transcripts showing relevant coursework completed.
- e. Evidence of a Plan of Supervision to provide training so that the candidate meets or will meet all job and specialty mental health service provision requirements, including documentation and billing standards for these services. This may be in the form of a letter from the Head of Service attesting that the candidate meets or will meet all requirements and will be supervised by a licensed physician, licensed psychologist, licensed clinical social worker, licensed marriage and family therapist, or registered nurse with a master’s degree in a mental health field.
- f. Contractor Attestation form
- h. Copies of pre-screening checks including evidence of checking OIG LEIE, Social Security Death Master, SAM, State Medicaid Exclusion List.

Ongoing Monitoring of Provider Credentials (County Staff and Independent Contractors & other Contracted Medical Staff)

1. QI acts as the credentialing manager for DHS-BHD program staff and independent contractors.
2. DHS-HR runs a bi-monthly report for Behavioral Health licenses set to expire on 90 days. QI receives an expiring credentials list (30 days prior to license expiring) from DHS-HR. QI provides follow up to these providers and their supervisors and/or managers to ensure that staff renew their credentials (prior to expiration) and send proof of renewal to QI. QI will then forward that proof DHS-HR. Acceptable proof of renewal includes the following:
 - a. Photocopy of license, registration, or certification.

- b. Fax copy of license, registration, or certification.
 - c. Scan copy of license, registration, or certification.
 - d. Screenshot of renewed status posted to online credentialing site (i.e. BreEZe, CCAPP, CADTP).
3. Sonoma County Behavioral Health Medical Director, or designee, monitors the licenses for Independent Contractors and other Contracted Medical Staff. The Medical Director or designee provides follow up to these providers and their supervisors and/or managers to ensure that staff renew their credentials (prior to expiration) and provides proof of renewal. The Medical Director or designee will then log/save the proof. Acceptable proof of renewal includes the following:
- a. Photocopy of license, registration, or certification.
 - b. Fax copy of license, registration, or certification.
 - c. Scan copy of license, registration, or certification.
 - d. Screenshot of renewed status posted to online credentialing site (i.e. BreEZe, CCAPP, CADTP).
4. QI performs bi-weekly checks of the Waivered Staff list and notifies Program/Section Managers of any waived staff due for renewal of credentials.
5. QI works directly with staff and Program Managers to resolve delays/obstacles to renewal process. Evidence of completed application and fees paid may be submitted to show that renewal is being processed but this does not establish that renewal requirements are met. Staff should ultimately submit proof of valid licensure/registration upon receipt and should plan ahead to allow for processing times of license/registration boards. QI retains documentation of attempts to resolve delays.
6. QI makes a determination as to whether or not the staff member is likely to renew on time. Factors considered in this determination include:
- a. The specific licensing board
 - i. SUD certifications take longer to renew through their respective certifying Boards
 - b. The date on which the staff member submitted their renewal
 - i. SUD certifications take up to 60 days to process
 - ii. All other certifications are same-day or next-day if renewed online
 - c. The circumstance of a subsequent registration
 - i. BBS requires the issuance of a new registration number after 6 years, which takes 30 days to process
7. If it is determined that any staff member is unlikely to renew in time to meet minimum requirements for their position, then prior to expiration of required credentials, QI will schedule an adhoc meeting with the Program Manager, DHS-HR, the Employee Relations Manager, and DHS-Compliance. Additional attendees may include the staff, BH Administration, Section Manager, or others needed to make a decision regarding the staff member's employment status.
8. The above referenced ad hoc meeting will discuss the staff's anticipated lapse in required credentials and plan next steps, which may include demotion to a job class that does not require the credentials that the staff failed to maintain, or termination, as approved by the BH Division Director.
9. After plan is made by the above review team, QI will coordinate with DHS-HR to schedule a meeting with the staff member, union representatives (at the discretion of staff), Program Manager, QI, DHS-HR, and DHS-Compliance to review decision and plan for staff.