

## Behavioral Health Services (BHS) – Information Notice

<b>To:</b>	<b>BHS Contracted Service Providers, BHS Staff, and County-Operated Programs</b>
<b>From:</b>	<b>Behavioral Health Services</b>
<b>Date:</b>	<b>May 17, 2023</b>
<b>Title</b>	<b>Update on Peer Support Services Implementation</b>

As previously shared by Behavioral Health Services (BHS), the County supports implementation of peer support services as a **new benefit** within BHS programs and envisions optimization of the Certified Peer Support Specialist role across all levels of service. BHS has been working with contracted providers to determine positions within programs that require lived experience vs. those that do not require lived experience for the purposes of their job role and scope. All identified program staff members in positions that require behavioral health lived experience must be trained and certified per the process defined on the [CalMHSA](#) website. Programs are encouraged to continue to work with their assigned COR to identify positions which require behavioral health lived experience and need to complete the peer certification process.

**Provision of Peer Support Services.** Programs are expected to ensure that Peer Support Services are provided by certified Peer Support Specialists as established in Department of Health Care Services (DHCS) [BHIN 21-041](#). Peer Support Services may be provided face-to-face, by telephone or by telehealth with the beneficiary or significant support person(s) and may be provided anywhere in the community.

**Practice Guidelines.** Certified Peer Support Specialists are required to adhere to the practice guidelines developed by the Substance Abuse and Mental Health Services Administration (SAMHSA), *What are Peer Recovery Support Services?* (Center for Substance Abuse Treatment, What are Peer Recovery Support Services? HHS Publication No. (SMA) 09-4454. Rockville, MD: Substance Abuse and Mental Health Services Administration, U.S. Department of Health and Human Services), which may be accessed electronically on the [SAMHSA website](#).

**Medi-Cal Credentialing of certified Peer Support Specialists.** As a health plan, BHS is required to ensure that every staff member within its provider network is qualified in accordance with current legal, professional, and technical standards and is appropriately licensed, registered, waived, and/or certified (ref: DHCS [BHIN 18-019](#)). Accordingly, program staff in required certified Peer Support Specialist roles may begin the Medi-Cal credentialing process by FY2023-2024 **as described on the next page:**

**For More Information:**

- Contact your Contracting Officer’s Representative (COR) or
- BHS Health Plan Administration Team: [BHS-HPA.HHSA@sdcounty.ca.gov](mailto:BHS-HPA.HHSA@sdcounty.ca.gov)

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		<b>To acquire BHS Electronic Health Record access</b>	<b>To begin Credentialing via Optum Credentialing Services*</b>	<b>For Legal Entities designated as Credentialing Delegates</b>
<b>Programs with Certified Peer Support Specialists</b> with existing EHR access	SMHS programs	Program completes the <b>Modify User Access Request Form (ARF)</b> found <a href="#">here</a> and sends to <a href="mailto:mhehraccessrequest.hhsa@sdcounty.ca.gov">mhehraccessrequest.hhsa@sdcounty.ca.gov</a> .	A copy of the completed <b>Modify User ARF</b> also goes to <a href="mailto:bhscredentialing@optum.com">bhscredentialing@optum.com</a> .	Legal entity completes the credentialing process for each certified peer support specialist.
	DMC-ODS programs	Program completes the <b>SanWITS Modification Form</b> found <a href="#">here</a> and sends to <a href="mailto:SUDEHRSupport.HHSA@sdcounty.ca.gov">SUDEHRSupport.HHSA@sdcounty.ca.gov</a> .  Certified peers sign up for the appropriate SanWITS encounter training (if not completed before access was given)	A copy of the completed <b>SanWITS Modification Form</b> also goes to <a href="mailto:bhscredentialing@optum.com">bhscredentialing@optum.com</a> .	
<b>Onboarding new hires for Programs with Certified Peer Support Specialists</b> and without EHR access	SMHS programs	Program completes the <b>New User ARF</b> found <a href="#">here</a> and sends to <a href="mailto:mhehraccessrequest.hhsa@sdcounty.ca.gov">mhehraccessrequest.hhsa@sdcounty.ca.gov</a> .	A copy of the completed <b>New User ARF</b> also goes to <a href="mailto:bhscredentialing@optum.com">bhscredentialing@optum.com</a> .	
	DMC-ODS programs	Program completes the <b>SanWITS New User Form</b> found <a href="#">here</a> and sends to <a href="mailto:SUDEHRSupport.HHSA@sdcounty.ca.gov">SUDEHRSupport.HHSA@sdcounty.ca.gov</a> .  Certified peers sign up for the SanWITS Introduction to Admin Functions (IAF) training and the appropriate encounter training (either Outpatient or Residential)	A copy of the completed <b>SanWITS New User Form</b> also goes to <a href="mailto:bhscredentialing@optum.com">bhscredentialing@optum.com</a> .	

\*Staff from Optum Credentialing Services will be reaching out legal entities' credentialing representatives/leads for additional information. As a reminder, an NPI number is required for certified Peer Support Specialists.

**For More Information:**

- Contact your Contracting Officer's Representative (COR) or
- BHS Health Plan Administration Team: [BHS-HPA.HHSA@sdcounty.ca.gov](mailto:BHS-HPA.HHSA@sdcounty.ca.gov)