London Breed
Mayor

DATE: November 19, 2019

TO: BHS Providers/Programs Directors

SUBJECT: New MD-App (online application) & Credentialing Process

FROM: Office of Compliance and Privacy Affairs (OCPA)
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Dear Providers / Program Directors,

Please share this important information with your staff.

Effective January 1st, 2020

The City and County of San Francisco Behavioral Health Services (BHS) will be implementing a new process for submitting your Certification and Verification for Avatar Staff ID Request.

We are pleased to announce our new secure online application platform known as "MD-App".
This new platform will allow providers to log on and submit their Credentialing/Certification and Verification Applications electronically from anywhere via smartphone, tablet, or personal computer/laptop. Additionally, documents can be uploaded directly with the application and required forms can be signed electronically using DocuSign.

MD-App (online application) will replace the current paper applications listed below:

· Certification and Verification for Avatar Staff ID (Licensed/Registered/Waivered/ Certified)
· Certification and Verification for Avatar Staff Id (Attestation for Non-Licensed Staff)

I. All NEW Avatar Users applying for an Avatar Staff ID for the first time

Starting on January 1st, 2020; any new staff who do not yet have an Avatar Staff ID will have to follow the process outlined below to access the MD-App online application:

1. Submit your Avatar Account Request Form to the Avatar Department
2. The Avatar Department will forward the Request Form to the Credentialing Unit
3. You will receive an email link from Compliance Unit (noreply@mdstaff.com) with appropriate application template, required forms and documents
4. Upon successful completion of the credentialing/verification process an Avatar Staff ID Number will be generated **(please allow ten (10) business days for processing)**
5. The Compliance Unit will send an email notification with the assigned Avatar Staff ID number and approved classification type to the user, supervisor listed on application and the Avatar accounts manager

Effective January 1st, 2020

In order to comply with The Department of Human Health Care Services (DHCS) requirements we will begin Full Credentialing for all providers who are licensed, registered, waivered, and/or registered/certified AOD counselors.

II. New Process for Full Credentialing

A. Credentialing Process for NEW Licensed/License Eligible Providers:

To become credentialed for the first time, the Compliance Unit will send you an email link from (noreply@mdstaff.com) with the following application and documents to complete:

- · MD-App online Credentialing Application
- · User Agreement for Confidentiality
- · Provider Agreement & Disclosure
- · Attestation Questionnaire
- · Continuing Education Attestation

In addition, you will need to provide copies of the following documents:

- · Proof of completion of any relevant medical residency and/or specialty training as applicable to provider type
- · Evidence of highest level of education attained as applicable to provider type (a copy of diploma or official transcript)
- · A copy of Curriculum Vita/Resume (for the last 5 years)

B. Credentialing Process for EXISTING Licensed/License Eligible Providers:

For **Existing** to become credentialed for the first time, the Compliance Office will reach out to each program starting in January 2020 to provide them with a list of staff who requires Full Credentialing. This process will be done by programs in alphabetical order starting with civil service programs followed by contracted programs.

Each staff member will receive an email link from the Compliance Unit (noreply@mdstaff.com) with the following application and document to complete:

- · Pre-field MD-App Credentialing Application
- · User Agreement for Confidentiality
- · Provider Agreement & Disclosure
- · Attestation Questionnaire
- · Continuing Education Attestation

In addition, you will need to provide copies of the following documents:

- · Proof of completion of any relevant medical residency and/or specialty training as applicable to provider type
- · Evidence of highest level of education attained as applicable to provider type (a copy of diploma or official transcript)
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C. Re-Credentialing Process for Licensed/License Eligible Providers:

All providers who are licensed, registered, waivered, and/or registered/certified AOD counselor must be re-credentialed every 3 years. For example, if you complete a credentialing application on January 1, 2020 you will need to be re-credentialed no later than January 31, 2023.

You will receive an email link from the Compliance Unit (noreply@mdstaff.com) with the appropriate application and/ or forms to complete three (3) months prior to the re-credentialing period

D. Process for Non-Licensed/Non-Credentialed Staff and Avatar Users:

All **NEW** non-credentialed, non-licensed providers and Avatar users (i.e., Admin/Support Staff, Student Trainees/Intern, MHRS, MHW and Peer Specialist) requesting an Avatar Staff ID you will need to complete the following:

· MD-App online Certification and Verification Application
· User Agreement for Confidentiality
· Attestation for Non-Licensed Staff

III. Existing Staff

A. Updating information (Name, Agency, Address, Credentialing Category, etc.):

In order to update your information, please follow the process outlined below:

1. Submit your Avatar Account Request Form to the Avatar Department.
2. The Avatar Department will forward the Request Form to the Credentialing Unit
3. You will receive an email link from the Compliance Unit (noreply@mdstaff.com) with the appropriate application and/ or forms to complete

IV. Important Notes:

· An Individual NPI number is required for all Avatar Staff ID assignment including admin/support staff. NPI numbers are obtained through the NPPES at https://nppes.cms.hhs.gov/
· Will no longer accept paper applications After March 31, 2020

If you have any additional questions regarding the new application process, please contact the Credentialing Unit at (415) 255-3786 or (415) 255-3406.