



DEPARTMENT OF MENTAL HEALTH

hope. recovery. wellbeing.

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Credentialing FAQs

1. **What exactly is credentialing and who is required to complete it?**
 - a. Credentialing is the formal process which collects, verifies, evaluates, and conducts ongoing monitoring for an individual's professional qualifications and certifications (*i.e. state licensure, education, training, board certification, and good standing with regulatory and sanction agencies*). Upholding this standard industry practice permits the Los Angeles County Department of Mental Health (LACDMH) to protect both its clinicians and consumers.
 - b. Any clinicians providing services on behalf of LACDMH must complete credentialing prior to beginning these services. Additionally, all actively employed and/or contracted clinicians must recredential every 36 months, before the credentialing due date.
2. **I submitted documents and a Credentialing Request Form when I was hired, so why do I have to complete credentialing? (LACDMH new clinical hires)**
 - a. HR documentation and credentialing serve different purposes; however, departmental policy still requires new hires to complete credentialing, as mentioned in the conditional offer letter of employment.
 - b. The Credentialing Request Form submitted to HR assists in *initiating* credentialing for the candidate, but it does not function as the credentialing process itself.
3. **I believe I received an email from the Credentialing Team; is it a phishing email?**
 - a. Our team will email you a portal invitation, allowing you to set a password to the Credentialing Practitioner Portal, which is hosted by HealthStream, and also linked here: [Practitioner Portal](#)
 - b. *Please note that these login credentials will be specific to the Credentialing Portal and are not linked to other accounts such as your organization's login.*
 - c. If you are unsure whether an email from the Credentialing Team is legitimate, please reach out to Credentialing@dmh.lacounty.gov.
4. **What if I forgot my Practitioner Portal password and cannot access the credentialing application?**
 - a. To request a password reset, please click on the "Forgot your password?" button on the [Practitioner Portal](#) site. If you receive an error message or need further assistance, feel free to email Credentialing@dmh.lacounty.gov.
5. **What happens if I do not submit my credentialing or recredentialing application?**
 - a. The application is due fifteen (15) calendar days from the date you receive the portal invitation. Please be sure to inform the Credentialing Team if you are experiencing issues, need additional time to obtain documents, or have other concerns that require further accommodation.
 - b. Delays in submitting a completed credentialing application may result in delays in the onboarding process for new LACDMH clinician hires, or the contracting process for Fee-For-Service clinicians.
 - c. Recredentialing by the due date is a departmental requirement for LACDMH employed clinicians and contracted Fee-For-Service clinicians. Delays in the submission of a complete recredentialing application may result in supervisory or contract monitor notifications.
6. **How is the credentialing process initiated and what is my responsibility?**
 - a. Once the Credentialing Team receives a "Credentialing Request Form" from the applicable LACDMH team on your behalf, we will email you a portal invitation, allowing you to access, complete, and submit the credentialing application.

- b. Your key responsibility is to accurately complete the credentialing application and upload all required documents. Prompt and comprehensive submission helps expedite processing, as hiring or contracting may not proceed without credentialing completion.
- c. We kindly ask that you log into the portal to verify that the information that is on file is accurate. Once verified, you will have to submit to attest that information is correct. You may find that there is only limited information on file. Please complete the missing sections if applicable.

If you encounter any issues with the credentialing application or have additional questions, please don't hesitate to reach out to our Admin Team through the email below so we may assist you. Thank you

Credentialing Team Email: Credentialing@dmh.lacounty.gov