



CORPORATE POLICY & PROCEDURE

	Policy Name: CR20 - Non-Licensed Provider Qualifications and Competencies
Department: Credentialing	Policy Number: CR20
Version: 1	Creation Date: 02/03/2022
Revised Date:	
Line of Business: <input type="checkbox"/> All	
<input checked="" type="checkbox"/> Umpqua Health Alliance	<input type="checkbox"/> Umpqua Health Management
<input type="checkbox"/> Umpqua Health - Newton Creek	<input checked="" type="checkbox"/> Umpqua Health Network
Approved By: Credentialing Committee, Douglas Carr (Medical Director) Date: 03/07/2022	

POLICY STATEMENT

Umpqua Health Alliance (UHA) through Umpqua Health Network (UHN) shall, in accordance with Oregon Administrative Rules (OAR) 309-019-0125 and in accordance with Coordinated Care Organization (CCO) Contract ensure all non-licensed providers, including Qualified Mental Health Associates (QMHA) and Qualified Mental Health Professionals (QMHP) meet qualifications and competencies.

PURPOSE

To provide a guidance document for the Credentialing Department and Credentialing Committee for the collection of evidence of education, training, competencies, of non-licensed provider applicants including QMHPs and QMHAs in order to deliver behavioral health and substance abuse disorder (SUD) services and the collection of applicable credentials for supervising providers. This process helps lead to early detection of incomplete/lack of education or training during the initial credentialing and re-credentialing process outlined in CR16 – Non-Licensed Provider Credentialing and Re-Credentialing Process.

RESPONSIBILITY

Credentialing Department
 Credentialing Committee

DEFINITIONS

Community Health Worker (CHW): An individual who meets qualification criteria adopted by the authority under ORS 414.665.

Division: Oregon Health Authority

Mental Health Intern: Program staff who meet qualifications for QMHA and are currently enrolled in a graduate program approved by the Division-approved certification or licensing body but does not have the necessary graduate degree in psychology, social work, or related field of behavioral science, or have an equivalent degree as determined by the Division-approved certification or licensing body (OAR 309-019-0105).

Non-Licensed Provider: Any applicant holding certification(s) as one of the following:

- Certified Alcohol and Drug Counselor (CADC) I, II, & III
- Certified Gambling Addiction Counselor (CGAC) I & II
- Certified Prevention Specialist (CPS)



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- Certified Recovery Mentor (CRM) I & II
- Certified Gambling Recovery Mentor (CGRM)
- Qualified Mental Health Associate (QMHA) and QMHA II
- Qualified Mental Health Professional (QMHP)
- Peer Support Specialist (PSS)
- Peer Wellness Specialist (PWS)
- Traditional Health Worker (THW)

Peer Support Specialist: An individual providing services to another individual who shares a similar life experience with the peer support specialist (addiction to addiction, mental health condition to mental health condition, family member of an individual with a mental health condition to family member of an individual with a mental health condition (OAR 410-180-0305).

Qualified Mental Health Associate (QMHA): An individual delivering services under the direct supervision of a Qualified Mental Health Professional (QMHP) who meets the minimum qualifications as authorized by the Local Mental Health Authority (LMHA) or designee and specified in OAR 309-019-0125.

Qualified Mental Health Professional (QMHP): A Licensed Medical Practitioner (LMP) or any other individual meeting the minimum qualifications as authorized by the LMHA or designee and specified in OAR 309-019-0125.

Rehabilitative Behavioral Health Services: Medical or remedial services recommended by a licensed medical practitioner or other licensed practitioner to reduce impairment to an individual’s functioning associated with the symptoms of a mental disorder or substance use disorder and are intended to restore functioning to the highest degree possible.

PROCEDURES

Qualifications and Competencies

1. CHWs working in substance use disorders treatment and recovery programs shall be certified as described in OAR 410-180-0310 and who:
 - a. Has expertise or experience in behavioral health;
 - b. Works in an urban or rural community, either for pay or as a volunteer in association with a local health care system;
 - c. To the extent practicable, shares ethnicity, language, socioeconomic status and life experiences with the members of the community where the worker serves;
 - d. Assists members of the community to improve their health and increases the capacity of the community to meet the health care needs of its residents and achieve wellness;



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- e. Provides health education and information that is culturally appropriate to the individuals being served;
- f. Assists community members in receiving the care they need;
- g. CHW staff may:
 - i. Give peer assistance/counseling and guidance on health including behavioral health behaviors.
 - ii. Provide direct services such as first aid or blood pressure screening.
 - iii. Provide skills restoration services.
- 2. Community Health Worker, Peer Wellness Specialist, Personal Health Navigator Certification Requirements (OAR-180-0310). See CR19 – Traditional Health Worker Requirements for specific certification requirements.
 - a. To be certified an individual shall:
 - i. Complete all required training offered by an Authority approved 80-hour training program for that individual’s Traditional Health Worker (THW) type;
 - ii. Complete an Authority approved oral health training;
 - iii. Complete all application requirements to be in the state registry;
 - iv. Complete the Authority certification process; and
 - v. Be successfully accepted into the state registry.
 - b. Individuals who hold national or non-Oregon state certification and are in good standing with their certifying body may be granted reciprocity or receive equivalent credit for previously completed training. The Authority shall determine the criteria for reciprocity and equivalent credit.
- 3. Supervision:
 - a. Mental Health/Behavioral Health
 - i. Clinical supervisors shall meet QMHP requirements and have completed two years equivalent of post-graduate clinical experience in a mental health treatment setting.
 - ii. Peer Delivered Services Supervisors shall be a certified Peer Support Specialist (PSS) or Peer Wellness Specialist (PWS) with at least one (1) year of experience in behavioral health treatment services, as resources are made available, or by a qualified supervisor for the program in which the Peer renders services.
 - b. SUD
 - i. Clinical supervisors shall be certified by a Division recognized credentialing body as follows:
 - 1. 4000 hours of supervised experience in substance use counseling;
 - 2. 300 contact hours of education and training in substance use related subjects; and



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3. Successful completion of a professional psychometric examination by a Division recognized credentialing body. A substantively equivalent portfolio evaluation by a Division recognized credentialing body may be accepted in lieu of a professional psychometric examination using procedures approved by the Division.
 - ii. For clinical supervisors not holding a certification shall have a health or allied provider license. The license must be issued by one of the following state bodies and the supervisor shall possess documentation of at least 120 contact hours of academic or continuing professional education in the treatment of substance use disorders.
 1. Oregon Medical Board;
 2. Oregon Board of Psychologist Examiners;
 3. Oregon Board of Licensed Social Workers;
 4. Oregon Board of Licensed Professional Counselors and Therapists;
 - or
 5. Oregon State Board of Nursing.
 - iii. Clinical supervisors will need to have one of the following qualifications:
 1. Five (5) years of paid full-time experience in the field of substance use disorders counseling;
 2. A Bachelor's degree and four years of paid full-time experience in the social services field with a minimum of two years of direct substance use disorders counseling experience; or
 3. A Master's degree and three years of paid full-time experience in the social services field with a minimum of two years of direct substance use or co-occurring disorders counseling experience.
 - c. Problem gambling treatment
 - i. Clinical supervisors shall meet the requirements for clinical supervisors in either mental health or substance use disorders treatment programs and have completed 10 hours of training specific to problem gambling within six (6) months of designation as a problem gambling services supervisor.
4. Peer Delivered Services
 - a. Will be a certified Peer Support Specialist (PSS) or Peer Wellness Specialist (PWS) with at least one (1) year of experience in behavioral health treatment services, as resources are made available, or by a qualified supervisor for the program in which the Peer renders services.
5. PSS and PWS, including family and youth support and wellness specialists. See CR19 – Traditional Health Worker Requirements for specific PSS certification requirements.
 - a. Will meet the requirements in OAR 410-180-0300 to 410-180-0380 for certification and continuing education.



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- b. b. A PSS and PWS will be:
 - i. A self-identified individual currently or formerly receiving mental health or substance use services;
 - ii. A self-identified individual in recovery from a substance use disorder who meets the abstinence requirements for recovering staff in substance use disorders treatment and recovery programs
 - iii. A self-identified individual in recovery from problem gambling; or
 - iv. A person who has experience parenting a child who:
 - 1. Is a current or former recipient of mental health or substance use treatment; or
 - 2. Is facing or has faced difficulties in accessing education and health and wellness services due to a mental health or behavioral health barrier.
- c. A PSS and PWS will demonstrate:
 - i. The ability to support others in their recovery or resiliency;
 - ii. Personal life experience and tools of self-directed recovery and resiliency; and
 - iii. Demonstrate cultural responsiveness and effective communication.
- 6. Substance use disorders program staff shall:
 - a. Demonstrate competence in the following areas:
 - i. Cultural responsiveness,
 - ii. Screening for substance use disorder,
 - iii. Recognition of intoxication and withdrawal,
 - iv. ASAM assessment and level of care placement,
 - v. DSM diagnostics,
 - vi. Development of a service plan,
 - vii. Case management and care coordination,
 - viii. Facilitation of drug testing, and
 - ix. Delivery of individual, group and family counseling,
 - x. Program policies and procedures for service delivery and documentation, and identification, implementation, and coordination of services identified to facilitate intended outcomes, and identification of health and safety risks to self or others.
 - b. Receive clinical supervision that documents progress towards certification and recertification; or
 - i. At date of hire provide substance use disorder treatment, if the program staff is not certified to provide substance use disorder treatment, they shall register with the Division recognized credentialing body within 30 days of hire and obtain professional substance use disorder treatment certification within two (2) years from the date of hire;



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- c. If, during the first two (2) years of employment, or a prorated timeframe if employed part time, the program staff has not yet been certified and is employed by a program that is certified by the Division, the program staff may request the program submit a request for variance with the Division;
- d. For program staff holding certification in substance use disorder counseling, qualifications for certification shall have included at least:
 - i. 1000 hours of supervised experience in substance use counseling;
 - ii. 150 contact hours of education and training in substance use related subjects; and
 - iii. Successful completion of a professional psychometric examination by a Division recognized credentialing body. A substantively equivalent portfolio evaluation by Division recognized credentialing body may be accepted in lieu of a professional psychometric examination using procedures approved by the Division.
- e. Program staff not holding certification from a Division recognized credentialing body in substance use disorder counseling shall have a license or registration from a Division recognized credentialing body and at least 60 contact hours of academic or continuing professional education in the treatment of substance use disorders. The license or registration shall have been issued by one of the following state bodies:
 - i. Oregon Medical Board;
 - ii. Oregon Board of Psychologist Examiners;
- f. Oregon Board of Licensed Social Workers;
- g. Oregon Board of Licensed Professional Counselors and Therapists; or
- h. Oregon State Board of Nursing.

7. QMHA

- a. Demonstrate the following minimum competencies:
 - i. Cultural responsiveness,
 - ii. Effective communication,
 - iii. Care coordination,
 - iv. Inter- and intra-agency collaboration,
 - v. Working alliances with individuals,
 - vi. Assist in the gathering and compiling of information to be included in the assessment,
 - vii. Screen for suicide and other risks, and
 - viii. Implement timely interventions, teach skill development strategies, case management, and transition planning.
- b. Render services and supports within their scope to individuals engaged in a Division approved behavioral health services provider; and
- c. Shall meet the following minimum qualifications:



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- i. Bachelor's degree in psychology, social work, or behavioral science field;
- ii. An equivalent degree as evidenced by providing transcripts indicating applicable coursework meeting the required competencies and approved by a Division certified behavioral health provider; or
- iii. A combination of at least three years of relevant work, education, training, or experience.
- iv. Receive clinical supervision that documents progress towards certification and recertification.

8. QMHP

a. Demonstrate the following minimum competencies:

- i. Cultural responsiveness,
- ii. Effective communication,
- iii. Care coordination,
- iv. Inter- and intra-agency collaboration,
- v. Working alliances with individuals,
- vi. Suicide and other risk assessments and interventions,
- vii. Creating and monitoring safety plans,
- viii. Completion of bio-psycho-social assessments and additional assessments, updating assessments when clinical circumstances change,
- ix. Generating a differential DSM diagnosis,
- x. Prioritizing health, wellness and recovery needs,
- xi. Writing measurable service objectives,
- xii. Creating, monitoring and revising service plans,
- xiii. Delivery of mental health and recovery treatment services in individual, group and family formats within their scope,
- xiv. Gathering and recording data that measures progress toward the service objectives and documenting services, supports and other information supportive of the service plan.

b. Render services and supports within their scope to individuals engaged in a Division approved behavioral health services program;

c. Meet the following minimum qualifications:

- i. Bachelor's degree in nursing and licensed by the State of Oregon. Nurses are accountable to abide by the Oregon Nurse Practice Act to determine if job descriptions are compliant with the competencies listed above;
- ii. Bachelor's degree in occupational therapy and licensed by the State of Oregon;
- iii. Graduate degree in psychology, social work, recreational art or music therapy, or behavioral science field;



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- iv. An equivalent degree as evidenced by providing transcripts indicating applicable coursework meeting the required competencies and approved by a Division certified behavioral health provider; or
 - v. Qualify as a Mental Health Intern, as described in these rules.
 - d. Receive clinical supervision that documents progress towards certification and recertification.
- 9. Rehabilitative Behavioral Health Service Providers, including medical staff.
 - a. Shall demonstrate cultural responsiveness and meet the requirements and qualifications in OAR 410-172-0660.
 - i. Physician or Physician Assistant licensed in the State of Oregon;
 - ii. Advanced Practice Nurse including Clinical Nurse Specialist and Certified Nurse Practitioner licensed by the Oregon Board of Nursing;
 - iii. Psychologist licensed by the Oregon Board of Psychology;
 - iv. Professional Counselor or Marriage and Family Therapist licensed by the Oregon Board of Licensed Professional Counselors and Therapists;
 - v. Clinical Social Worker licensed by the Oregon Board of Licensed Social Workers;
 - vi. Licensed Master Social Worker licensed by the Oregon Board of Licensed Social Workers as described in OAR 877-015-0105;
 - vii. Licensed Psychologist Associate granted independent status as described in OAR 858-010-0039;
 - viii. Licensed Occupational Therapist licensed by the Oregon Occupational Therapy Licensing Board;
 - ix. Organizational certificate of approval issued by the Health Systems Division (Division) as described in OAR 309-012-0130 through 309-012-0220.
 - b. Board registered intern providers shall be supervised by a provider as described above in (10)(iii-v) of this policy under an active board approved plan of practice and supervision and meet one of the following qualifications:
 - i. Psychologist Associate Residents as described in OAR 858-010-0037;
 - ii. Licensed Psychologist Associate under continued supervision as described in OAR 858-010-0038;
 - iii. Licensed Professional Counselor intern or Marriage and Family Therapist intern registered with the Oregon Board of Licensed Professional Counselors and Therapists as described in OAR 833-050-0011;
 - iv. Certificate of Clinical Social Work Associate issued by the Oregon Board of Licensed Social Workers as described in OAR 877-020-0009;
 - v. Registered Bachelor of Social Work issued by the Oregon Board of Licensed Social Workers as described in OAR 877-015-0105.



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- c. Providers exempt from licensure or registration per ORS 675.090(f), 675.523(3), or 675.825(c) shall be employed by or contracted with a provider organization certified by the Authority under ORS 430.610 to 430.695 as described in (10)(ix) of this policy and meet one of the following qualifications:
 - i. QMHP;
 - ii. QMHA;
 - iii. Mental Health Intern (MHI); or
 - iv. Peer-Support Specialist.
10. Mental Health Intern (MHI)
 - a. Be currently enrolled in a graduate program for a master's degree in psychology, social work, or related field of behavioral science;
 - b. Have a collaborative educational agreement between the Division certified provider and the graduate program for the student;
 - c. Demonstrate cultural responsiveness, effective communication and competence in care coordination, development of working alliances with individuals, inter- and intra-agency collaboration, and the rendering of services and supports within their scope and in accordance with the service plan, including transition planning; and
 - d. Work within the scope of practice and competencies identified by collaborative educational agreement and the policies and procedures for the credentialing of clinical staff as established by the provider and the graduate program;
11. Student Intern
 - a. Be currently enrolled in an educational program that results in an undergraduate degree in a behavioral health field;
 - b. Demonstrate cultural responsiveness, effective communication and competence in care coordination, development of working alliances with individuals, inter- and intra-agency collaboration, and the rendering of services and supports within their scope and in accordance with the service plan, including transition planning;
 - c. Have a collaborative education agreement between the Division certified provider and the educational institute for the student;
 - d. Work within the scope of practice and competencies identified by the collaborative educational agreement and the policies and procedures for the credentialing of clinical staff as established by the provider; and
 - e. Receive, at a minimum, weekly individual supervision by a qualified clinical supervisor employed by the provider of services.
12. If a provider (whether employees or subcontractors) are not required to be licensed or certified by a State of Oregon board or licensing agency, UHN shall document, certify, and report in the Delivery System Network (DSN) Provider Report required under Exhibit G of the CCO Contract, the date of the provider's education, experience, competence, and supervision are adequate to permit performance of such provider's specific assigned duties.



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- a. If a provider is not required to be licensed or certified by a State of Oregon board or licensing agency, then the provider must either:
 - i. Meet the definition for Traditional Health Worker and must not be permitted to provide services without the supervision of a licensed medical practitioner; or
 - ii. Meet the definition for QMHA or QMHP and must not be permitted to provide services without the supervision of a licensed medical practitioner; or
 1. If not meeting either definition of a QMHA or QMHP have the education, experience, competence necessary to perform the specified assigned duties and UHN must document and report to the Oregon Health Authority (OHA) in its DSN Provider Report:
 - a. The education, experience, and competence of the applicant, and
 - b. The applicant will not be permitted to perform the specific assigned duties without the supervision of a licensed medical practitioner.

Credentialing and Re-Credentialing

1. Credentialing and Re-Credentialing processes for non-licensed providers are outlined in policy CR16 - Non-Licensed Provider Credentialing and Re-Credentialing.

Department	Standard Operating Procedure Title	SOP Number	Effective Date	Version Number
Credentialing	NA	NA	NA	NA