Real example: how I filled the PacificSource behavioral health panel application (PRV793)

Eric Richers, LPC, CADC III · [practice name], Eugene, Oregon · solo telehealth counseling practice

Recreated from my own filing, redacted. Bracketed values are placeholders. Get the current blank form from PacificSource Community Solutions (provider forms page) at https://pacificsource.com/providers.

What to notice

The Medicaid panel application is the one form in this set that reads like a clinical interview: populations, modalities, outcome tools, crisis plan, and how you coordinate with a primary care provider. I signed it 06/03/2024 as a registered associate, so it also carried a supervision plan.

The free-text answers are what the reviewer reads. Mine are short and specific: the tools I use and what I do with the scores, what a crisis session looks like, how a referral to a prescriber happens. The demographics page is optional and I have left it blank in this example; the language and training pages are not optional, and the OHA training list has to be attested topic by topic.

The form asks for a telehealth care-coordination policy as an attachment. Mine is the CCO paragraph in the telehealth consent, shown in the telehealth lesson.

Practice information

Type	Individual practitioner
Provider name / pronouns	Eric Richers / he, him
Tax ID / State Medicaid ID	[EIN] / [Medicaid ID]
Licensure and certification types	Professional Counselor Associate (LPC-A), CADC III (at the time)
Numbers	[registration number], [credential number]
Initial licensure / certification dates	01/31/2023, 02/13/2023
Supervision plan (associates only)	National exam passed; more than 2,000 hours logged; 36-month requirement completes 12/2024; supervisor [supervisor name], LPC, [license number]
Practice address / website	[practice address], Eugene, OR / [practice website]
CCO regions applied for	Lane County
Physical location meets ADA requirements?	Yes
Services comply with HIPAA and OHA privacy and security rules?	Yes
Hours	Sunday through Wednesday 7 a.m. to 9 p.m.; Thursday through Saturday from 4 p.m.
Telehealth care coordination policy	attached
Leaving a current agency to start this practice?	No
Additional Medicaid members you can serve in six months	40

Clinical answers

Populations	SUD, neurodivergent, BPD, military, post-incarceration, SPMI, LGBTQ+, PTSD
Ages	Children 6 to 12, adolescents 13 to 17, adults 18 to 64, adults 65 and older
Approaches and modalities	Person-centered, integrated, with emphasis on ACT, DBT, and CBT; trauma-informed; EMDR and IFS as indicated
Outcome tools	Outcome Rating Scale for the client's own sense of progress; GAD-7 and PHQ-9 to track symptoms and adjust the plan
Crisis management	Assess risk, use a structured assessment when indicated, de-escalation and grounding, safety plan, refer to emergency services when appropriate; text and call support for clients in high distress
Coordination with primary care	Regular communication, shared treatment plans, care meetings when appropriate, referral and feedback loops so the PCP hears back promptly
Coordination for SUD	Eight years in the SUD field at that date (work history from 2016); open, non-judgmental interventions, relapse-prevention planning, MAT referrals, support groups, psychoeducation
Treat SUD / co-occurring disorders?	Yes / Yes; ages 0 to 17, 18 to 64, 65 and older
Prescribe MAT?	No

Demographics and language

Race, ethnicity, ancestry	(optional; left blank in this example)
Gender identity	Male
Spanish	Proficient to provide services: Yes
German	Proficient to provide services: No

Training

Course or training	Credit hours	Completed
Professional Ethics	8	02/2022
Cultural Competence	8	01/2022
Suicide Risk Assessment, Treatment, and Management	3	02/2024
Motivational Interviewing	8	02/2023

Additional certification: CBT and ACT, IFS training.

OHA-required training topics attested (last 24 months)

- ☒ Cultural responsiveness
- ☒ CLAS standards
- ☒ REALD and SOGI data
- ☒ Health literacy
- ☒ Motivational interviewing
- ☒ Foundations of trauma-informed care
- ☒ Fraud, waste, and abuse
- ☒ Implicit bias
- ☒ Language access / healthcare interpreters
- ☒ ACEs and trauma-informed care
- ☒ Recovery principles
- ☒ Integrated care
- ☒ Information security (HIPAA)

Need to speak with a representative to enroll in required training?	Yes

Signature	[signature]
Date	06/03/2024