



*Vannessa Dorantes  
Commissioner*

## DEPARTMENT of CHILDREN and FAMILIES

*Making a Difference for Children, Families and Communities*

*Division of Contracts Management*

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*Ned Lamont  
Governor*

To: DCF Credentialed Providers & Applicants to Credentialed Services  
From: Melanie Sparks, Assistant Chief Fiscal Officer  
Date: August 3, 2020  
Subject: **Application for Credentialing (COVID-19 Pandemic)**

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In late March 2020, as a result of the COVID-19 pandemic, the DCF Credentialed Network was closed to the submission of all new applications for a credentialed service, absent extreme exigent circumstances. This was due, in large part, to the suspension of credentialed services during the pandemic.

At this time, the DCF Credentialed Network will remain closed to new applicants as well as to the submission of applications to add new staff to an existing credentialed provider's staffing complement. The exception to this directive is to the Transportation credentialed service type. While the application process for new transportation providers will remain closed, existing providers may continue to submit for credentialing of new staff.

Additionally, any applicants who, prior to closure of our services to new applicants, had submitted all required documentation with the exception of DCF/DESPP background checks to the Department's credentialing body (Advanced Behavioral Health), will continue through the credentialing process when such checks are completed. This is solely due to the suspension of such background check services during the COVID-19 pandemic.

These directives do not suspend any recredentialing processes required for existing service providers whose credentialing status is set to expire. These processes will continue uninterrupted. As the Department continues to progress through the phases of its service re-engagement, which will include directives towards the re-opening of credentialed service provision, the decision to keep the network closed to application of new providers/staff will be reevaluated, with the reevaluation based on needs of our population, then-current service availability of providers, and potential for resurgence of the COVID-19 pandemic.

We continue to thank all of our credentialed service providers for their partnership and willingness to remain engaged with our service population and ask for your continued support as we navigate through the new environment in which we operate while continuing to try to ensure the best services and outcomes for our children and their families.

If you have any questions regarding this directive, please do not hesitate to contact either me ([Melanie.Sparks@ct.gov](mailto:Melanie.Sparks@ct.gov)) or Leslie Roy ([Leslie.Roy@ct.gov](mailto:Leslie.Roy@ct.gov)).