



POLICY TITLE: Distribution of ACBHCS's Brochure (Member Handbook) and Provider Lists

POLICY STATEMENT: In accordance with the Federal Code of Regulations, Title 42 and State Department of Mental Health regulations, ACBHCS/BHP providers will provide beneficiaries with the ACBHCS/BHP Member Handbook/Informing Materials and a list of the ACBHCS/BHP providers when a beneficiary first receives a specialty mental health service.

PROCEDURE:

- An ACBHCS Member Handbook, along with a list of ACBHCS/BHP providers, will be provided to all beneficiaries when the first specialty mental health service is rendered, and also upon beneficiary request to the provider.
- Brochures may be obtained from the ACBHCS Consumer Assistance Office and it is the responsibility of each provider to maintain an adequate supply at all times. The brochures are available in several languages that also must be available upon beneficiary request.
- The ACBHCS's Provider list contains the names, locations, and telephone numbers and availability of its current providers throughout Alameda County. An updated list will be maintained on the ACBHCS/BHP website at <http://www.bhcs.co.alameda.ca.us> for convenience in downloading.
- If a beneficiary is unable to receive the handbook and provider list when services are first provided, this information should be provided when the beneficiary is able to accept the materials.

Approval Date: August 18, 2004 Revised/Approved: _____ Application: Behavioral Health Care Services All Provider Sites
