Behavioral Health Department
Alameda County Health

Informing Materials List

This is a list for Alameda County BHCS providers to ensure that the appropriate informing materials are available to Medi-Cal beneficiaries, as required by the California Department of Health Care Services. [1]

A. **Initial Forms that Must be in the Chart & Signed by Beneficiaries at Intake**

1. Signature page from the packet: Informing Materials – Your Rights and Responsibilities (available in Arabic, Chinese Traditional, Chinese Simplified, Farsi, Korean, Spanish, Tagalog & Vietnamese).

   This packet must be offered to Medi-Cal beneficiaries at intake, annually thereafter, and upon request.

   The packet contains:
   - Consent for Services
   - Freedom of Choice
   - Explanation of the three (3) items noted in B. & C. (below): Provider Referral List, Guide to Medi-Cal Mental Health Services & BHP Member Handbook
   - Confidentiality & Privacy statement (Duty to Report)
   - Advance Directive Information
   - Beneficiary Problem Resolution Information
   - Maintaining a Welcoming & Safe Place (not a required informing material)
   - Notice of Privacy Practices (HIPAA/HITECH)

2. Written Policy regarding Confidentiality of Records (provider policy)
3. Releases of Information, as necessary (provider form)

B. **Documents You Must Offer Beneficiaries to Review**

The documents below must be offered to beneficiaries when they begin receiving a specialty mental health service and upon request. Upon request, Providers must provide a hard copy (paper form) of this informational document within 5 business days, free of cost.[2] Providers are not required to maintain a supply of these documents onsite, however, this notice, "Copies available upon request," can be posted for beneficiaries in a visible and accessible area of the office or lobby.

1. Provider Directory[3] of all Alameda County Behavioral Health services (in English and all threshold languages).
2. Integrated Member Handbook:
   - **Standard Print:** English, Spanish, Arabic, Chinese Traditional, Chinese Simplified, Farsi, Vietnamese, Korean and Tagalog.
   - **Large Print:** English, Spanish, Arabic, Chinese Traditional, Chinese Simplified, Farsi, Vietnamese, Korean and Tagalog.

C. **Documents You Must Make Available in Your Lobby/Office**

1. Consumer & Family Grievance and Appeals Poster email the BHCS Quality Assurance Informing materials desk at QAIM@acgov.org, or call (510) 567-8233 to request copies.
2. Consumer & Family Grievance/Appeal Forms available in English, Spanish, Arabic, Simplified Chinese, Chinese Traditional, Farsi, Korean, Vietnamese, and Tagalog with envelopes addressed to ACBH. An audio CD is available upon request; Audio formats are also available on ACBH's public webpage: File A Grievance (Client/Patient Only) – Alameda County Behavioral Health (acbhcs.org)
3. Consumer Notice: Beneficiary Handbook Consumer Notice - available in English | Arabic | Chinese Simplified | Chinese Traditional | Korean | Farsi | Spanish | Tagalog | Vietnamese

Footnotes

[1] CCR, Title 9, Section 1810.360 (b) (3), (d) and (e) and Cal. Code Regs. Tit. 9, § 1850.205 - General Provisions
[2] 42 CFR § 438.10 - Information requirements.
[3] Please click here for instructions on how to print the ACBH Provider Directory.