

# 2024 Medication & Pharmacy User Guide

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OFFICE OF THE MEDICAL DIRECTOR



**alameda county**  
**behavioral health**

MENTAL HEALTH & SUBSTANCE USE SERVICES

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# Alameda County Behavioral Health Care Services

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# Alameda County Behavioral Health Care Services

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## OFFICE OF THE MEDICAL DIRECTOR STAFF DIRECTORY

<b>Baffo-Gyan, Anna</b>	Administrative Assistant
<b>Chapman, Aaron, MD</b>	Medical Director
<b>Coombs, Angela, MD</b>	Associate Medical Director
<b>Dating, Peter</b>	Administrative Specialist II
<b>Doral, Marianne, CPhT</b>	Pharmacy Support Specialist
<b>Firl, Victoria, PharmD, BCPP</b>	Senior Clinical Pharmacist
<b>Jarbouai, Cari</b>	Program Specialist
<b>Lewis, Stephanie, LMFT</b>	Division Director, Crisis Services
<b>North, Cassie, CPhT</b>	Pharmacy Support Specialist
<b>Raynor, Charles, PharmD</b>	Director of Pharmacy Services
<b>Richholt, Kinzi, MSN, APRN</b>	Chief Nursing Officer
<b>Smith, Freddie, MPH</b>	Division Director, Integrated Health Care Services
<b>Yuan, Betsy, PharmD, BCPP</b>	Senior Clinical Pharmacist
<b>Yuan, Eric</b>	Program Services Coordinator

# Programs



Alameda County Behavioral Health Care Services – Program

<u>PROGRAMS</u>	<u>ADDRESS</u>	<u>PHONE &amp; FAX #</u>
<b>1. Access for Asian/Pacific Islander</b>	310 8 <sup>th</sup> Street, Suite 200A Oakland, CA 94607	<b>Tel (510) 735-3939</b> Fax (510) 474-1715
<b>2. Access for Latino</b>	1501 Fruitvale Avenue Oakland, CA 94601	<b>Tel (510) 535-6200</b> Fax (510) 535-4169
<b>3. Adult Forensic Behavioral Health</b>	5325 Broder Boulevard Dublin, CA 94568	<b>Tel (925) 551-6740</b> Fax (925) 551-6727
<b>4. Amber House</b>	516 31st Street Oakland, CA 94609	<u>Amber CSU:</u> <b>Tel (510) 379-4179</b> Fax (510) 423-0792 <u>Amber CRT:</u> <b>Tel (510) 379-4394</b> Fax (510) 423-0833
<b>5. Asian Health Services/ Mental Health</b>	310 8 <sup>th</sup> Street, Suite 210 Oakland, CA 94607	<b>Tel (510) 735-3900</b> Fax (510) 474-1715
<b>6. Bonita House</b>	1605 Jefferson St. Oakland, CA, 94612	<b>Tel (510) 923-0199</b> Fax (510) 923-0894
<b>7. Casa Ubuntu</b>	7200 Bancroft Avenue, Suite 267 Oakland, CA 94605	<b>Tel (510) 735-0864</b> Fax (510) 746-1196
<b>8. CHANGES</b>	7200 Bancroft Avenue, Suite 133 Oakland, CA 94605	<b>Tel (510) 553-8500</b> Fax (510) 553-8550
<b>9. CONREP</b>	15750 Foothill Boulevard San Leandro, CA 94578	<b>Tel (510) 667-3950</b> Fax (510) 667-3903
<b>10. Dublin High School</b>	8151 Village Parkway Dublin, CA 94568	<b>Tel (925) 833-3300</b> Fax (925) 833-3322
<b>11. Eden Children’s Services</b>	2045 Fairmont Drive San Leandro, CA 94578	<b>Tel (510) 667-7540</b> Fax (510) 618-3434
<b>12. Eden CSC</b>	2045 Fairmont Drive San Leandro, CA 94578	<b>Tel (510) 667-7500</b> Fax (510) 667-7711
<b>13. Felton Institute (re)MIND &amp; BEAM Alameda</b>	1005 Atlantic Avenue Alameda, CA 94501	<b>Tel (510) 318-6100</b> Fax (510) 728-8605
<b>14. Geriatric Assessment Response Team (GART)</b>	409 Jackson St. Hayward, CA 94544	<b>Tel (510) 891-5600</b> Fax (510) 891-5625
<b>15. Greater HOPE/ Wellness Connections</b>	1065 A Street Hayward, CA 94545	<b>Tel (510) 962-9114</b> Fax (510) 538-5215
<b>16. Guidance Clinic</b>	2500 Fairmont Drive San Leandro, CA 94578	<b>Tel (510) 667-3000</b> Fax (510) 667-3005
<b>17. HEAT (Homeless Engagement Action Team)</b>	559 16 <sup>th</sup> Street Oakland, CA 94612	<b>Tel (510) 238-5091</b> Fax (510) 238-5165
<b>18. Hedco Wellness Center/LIFT/PAIGE</b>	590 B Street Hayward, CA 94541	<b>Tel (510) 247-8235</b> Fax (510) 238-5165
<b>19. JAMHR/STRIDES</b>	280 17 <sup>th</sup> Street Oakland, CA 94612	<b>Tel (510) 238-5020</b> Fax (510) 352-9981/ Fax (510) 261-3584
<b>20. Jay Mahler Recovery Center</b>	15430 Foothill Blvd San Leandro, CA 94578	<b>Tel (510) 357-3562</b> Fax (510) 394-6354

Alameda County Behavioral Health Care Services – Programs

<u>PROGRAMS</u>	<u>ADDRESS</u>	<u>PHONE &amp; FAX #</u>
<b>21. La Clinica de la Raza - Casa del Sol</b>	1501 Fruitvale Avenue Oakland, CA 94601	<b>Tel (510) 535-6200</b> Fax (510) 535-4167
<b>22. La Familia Counseling Services</b>	26081 Mocine Avenue Hayward, CA 94544	<b>Tel (510) 881-5921</b> Fax (510) 881-5925
<b>23. Mobile Integ. Assessment &amp; Treatment for Seniors</b>	3300 Capitol Avenue, Building B Fremont, CA 94537	<b>Tel (510) 574-2062</b> Fax (510) 574-2054
<b>24. Oakland Children's Services</b>	7200 Bancroft Ave., Suite 125D Oakland, CA 94605	<b>Tel (510) 777-3870</b> Fax (510) 777-3880
<b>25. Oakland CSC</b>	7200 Bancroft Avenue, Suite 125A Oakland, CA 94605	<b>Tel (510) 777-3800</b> Fax (510) 777-3806
<b>26. Older Adult Service Team</b>	1005 Atlantic Avenue Alameda, CA 94501	<b>Tel (510) 924-7667</b> Fax (510) 878-7345
<b>27. Schreiber Center</b>	7200 Bancroft Avenue, Suite 125A Oakland, CA 94605	<b>Tel (510) 383-5020</b> Fax (510) 383-5022
<b>28. South County Wellness Center</b>	40963 Grimmer Boulevard Fremont, CA 94538	<b>Tel (510) 657-7425</b> Fax (510) 569-4589
<b>29. STARS TAY (Transitional Age Youth) – Level I</b>	545 Estudillo Avenue San Leandro, CA 94577	<b>Tel (510) 746-7480</b> Fax (510) 483-1707
<b>30. STAY/WRAP</b>	3800 Coolidge Avenue Oakland, CA 94602	<b>Tel (510) 482-2244</b> Fax (510) 530-2047
<b>31. Towne House Wellness Center/Circa 60</b>	629 Oakland Avenue Oakland, CA 94611	<b>Tel (510) 658-9480</b> Fax (510) 569-4589
<b>32. Tri-City CSC</b>	39155 Liberty Street, Suite G710 Fremont, CA 94538	<b>Tel (510) 795-2434</b> Fax (877) 320-1396
<b>33. TRUST Clinic</b>	384 & 386 14 <sup>th</sup> Street Oakland, CA 94612	<b>Tel (510) 268-2294</b> Fax (510) 273-3842
<b>34. Valley CSC</b>	3730 Hopyard Road, Suite 103 Pleasanton, CA 94588	<b>Tel (925) 560-5880</b> Fax (925) 417-0947
<b>35. Valley Wellness Center</b>	3900 Valley Avenue, Suite B Pleasanton, CA 94566	<b>Tel (925) 484-8457</b> Fax (925) 484-1075
<b>36. West Oakland Mental Health</b>	700 Adeline Street Oakland, CA 94607	<b>Tel (510) 465-1800</b> Fax (510) 465-1508
<b>37. Willow Rock Outpatient Center</b>	2050 Fairmont Drive San Leandro, CA 94578	<b>Tel (510) 483-3030</b> Fax (510) 483-2329
<b>38. Woodroe Place</b>	22505 Woodroe Avenue Hayward, CA 94541	<b>Tel (510) 537-1688</b> Fax (510) 537-9222

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Alameda County Behavioral Health Care Services – Programs  
**Community Support Centers**

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**Office of the Medical Director**

**2000 Embarcadero Cove, Suite 400  
Oakland, CA 94606  
Tel (510) 567-8110 Fax (510) 567-6850**

Aaron Chapman, M.D., Medical Director  
Angela Coombs, M.D., Associate Medical Director  
Charles Raynor, PharmD, Pharmacy Director  
Betsy Yuan, PharmD, BCPP, Sr. Clinical Pharmacist  
Victoria Firl, PharmD, BCPP, Sr. Clinical Pharmacist  
Marianne Doral, CPhT, Pharmacy Technician  
Cassie North, CPhT, Pharmacy Technician

**Access for Asian/Pacific Islander**

**310 8<sup>th</sup> Street, Suite 200A  
Oakland, CA 94607  
Tel (510) 735-3939 Fax (510) 474-1715**

Chau Le, N.P.  
Grace Lee, M.D.  
Yuhuan Xie, M.D.  
Karen Yun, M.D.  
Naomi Chan, N.P.  
Cindy-Heung Lau, N.P.  
\*Thanh Truong, M.D.  
Christine Nguyen, N.P.

**Access for Latino**

**1501 Fruitvale Avenue  
Oakland, CA 94601  
Tel (510) 535-6200 Fax (510) 535-4169**

Haydee Aurora Ortiz, N.P.  
\*Fuensanta (Tita) Botello, M.D.  
\*John Brim, M.D.  
\*Megan Tan, M.D.

**Adult Forensic Behavioral Health**

**5325 Broder Boulevard  
Dublin, CA 94568  
Tel (925) 551-6740 Fax (925) 551-6727**

Jennifer Chaffin, M.D.  
Neal Edwards, M.D.  
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Rinata Wagle, M.D.  
Karen Yun, M.D.  
\*Kawal Singh, N.P.  
\*Naureen Khan, M.D.  
\*Mohammad Jahangiri, M.D.  
\*Paula Lee, M.D.  
\*Lillian Lustman, M.D.  
\*Nicolas Salazar, M.D.  
\*April Clark, N.P.  
\*Sumeet Chagger, N.P.  
\*Wade Exum, M.D.  
\*Sanmukan Surulinathan, M.D.  
\*Lynn Winther, M.D.  
\*Manon Mashburn, M.D.  
\*Gail Ingram, M.D.  
\*Farnaz Khodadadi, N.P.

**Amber House**

**516 31st Street  
Oakland, CA 94609  
CSU: Tel (510) 379-4179 Fax (510) 423-0792  
CRT: Tel (510) 379-4394 Fax: (510) 423-0833**

\*Ruth Mondolfi, D.O.  
Edward Lim, M.D.  
Gilbert Simas, M.D.

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Alameda County Behavioral Health Care Services – Programs  
**Community Support Centers**

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**Asian Health Services/Mental Health**

***310 8<sup>th</sup> Street, Suite 210***

***Oakland, CA 94607***

***Tel (510) 735-3900 Fax (510) 474-1715***

Chau Le, N.P.

Grace Lee, M.D.

Yuhuan Xie, M.D.

Karen Yun, M.D.

Naomi Chan, N.P.

Cindy-Heung Lau, N.P.

\*Thanh Truong, M.D.

Christine Nguyen, N.P.

**Condition Release Program (CONREP)**

***15750 Foothill Boulevard***

***San Leandro, CA 94578***

***Tel (510) 667-3950 Fax (510) 667-3903***

Jennifer Chaffin, M.D.

**Bonita House**

***1605 Jefferson St.***

***Oakland, CA 94612***

***Tel (510) 923-0199 Fax (510) 923-0894***

\*Robert Gutterman, M.D.

Lisa Hauptert, N.P.

\*Kawal Singh, N.P.

Jessica Frihart, N.P.

\*Farooque Azam N.P.

**Eden Children's Services**

***2045 Fairmont Drive***

***San Leandro, CA 94578***

***Tel (510) 667-7540 Fax (510) 618-3434***

\*Rim Ibrahim, M.D.

Aurelio Sadang, N.P.

\*Shelley Sutton, M.D.

\*Lorna Bland, M.D.

\*Simret Nanda, M.D.

**Casa Ubuntu**

***7200 Bancroft Avenue, Suite 267***

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**Eden Community Support Center**

***2045 Fairmont Drive***

***San Leandro, CA 94578***

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Giridhar Reddy, M.D.

Luisito Roxas, M.D.

\*Alan Cohen, M.D.

**CHANGES**

***7200 Bancroft Avenue, Suite 133 Oakland,  
CA 94605***

***Tel (510) 553-8500 Fax (510) 553-8550***

William Mains, M.D.

Ethan Huffman, N.P.

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Alameda County Behavioral Health Care Services – Programs  
**Community Support Centers**

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**Felton Institute (re)MIND & BEAM**  
**Alameda**

***1005 Atlantic Avenue  
Alameda, CA 94501  
Tel (510) 318-6100 Fax (510) 728-8605***

\*Yelice Corea, N.P.  
\*Robert Kurtz, M.D.  
Vanessa Simmons, N.P.

**HEAT (Homeless Engagement Action Team)**

***559 16<sup>th</sup> Street  
Oakland, CA 94612  
Tel (510) 238-5091 Fax (510) 238-5165***

**Geriatric Assessment Response Team (GART)**

***409 Jackson Street  
Hayward, CA 94544  
Tel (510) 891-5600 Fax (510) 891-5625***

**Hedco Wellness Center/LIFT/PAIGE**

***590 B Street  
Hayward, CA 94541  
Tel (510) 247-8235 Fax (510) 238-5165***

Richard Cicinelli, M.D.  
\*Christopher Berger, M.D.  
Andrea Masters, N.P.

**Greater HOPE/Wellness Connections**

***1065 A Street  
Hayward, CA 94545  
Tel (510) 962-9114 Fax (510) 538-5215***

Lori Glassie, P.A.  
\*Amal Chakraborty, M.D.

**JAMHR/STRIDES**

***280 17th Street  
Oakland, CA 94612  
Tel (510) 238-5020  
Fax (510) 352-9981/Fax (510) 261-3584***

Edward Maxwell, M.D.  
Aaron Miller, N.P.  
\*Ifeatu Enemmuo, N.P.  
Cristina Aamot, N.P.  
Nicole DuPree, N.P.  
\*Talia Baruch, N.P.

**Guidance Clinic**

***2500 Fairmont Drive  
San Leandro, CA 94578  
Tel (510) 667-3000 Fax (510) 667-3005***

Sandyha Dubey, M.D.  
Mohammad Sheikh, M.D.

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Alameda County Behavioral Health Care Services – Programs  
**Community Support Centers**

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**Jay Mahler Recovery Center**

***15430 Foothill Blvd  
San Leandro, CA 94578  
Tel (510) 357-3562 Fax (510) 394-6354***

Edward Maxwell, M.D.  
\*Michelle Ahn, M.D.  
\*Shayne Mason, N.P.

**Mobile Integrated Assessment &  
Treatment for Seniors**

***3300 Capitol Avenue, Building B  
Fremont, CA 94537  
Tel (510) 574-2062 Fax (510) 574-2054***

Sudha Manjunath, M.D.  
\*Britta Nelson, P.A.

**La Clinica de la Raza Casa Del Sol**

***1501 Fruitvale Avenue  
Oakland, CA 94601  
Tel (510) 535-6200 Fax (510) 535-4167***

Haydee Aurora Ortiz, N.P.  
\*Fuensanta (Tita) Botello, M.D.  
Megan Tan, M.D.  
Ricardo Lozano, M.D.  
\*Samuel Saenz, M.D.  
\*Rebecca Nkrumah, M.D.  
\*Laura Pulido, M.D.  
\*Swapnil Mehta, M.D.  
\*Jonathan Sole, M.D.  
\*Tene Redman, M.D.  
\*Adin Vaewsorn, N.P.  
\*Luis Fernandez, M.D.  
\*Ivan Mayor, M.D.

**Oakland Children's Services**

***7200 Bancroft Avenue, Suite 125D  
Oakland, CA 94605  
Tel (510) 777-3870 Fax (510) 777-3880***

\*Emily Harris, M.D.  
\*Michael Levin, M.D.

**La Familia Counseling Service**

***26081 Mocine Avenue  
Hayward, CA 94544  
Tel (510) 881-5921 Fax (510) 881-5925***

Roger Lauer, M.D.  
\*Dara Fernandez, M.D.  
Ana Ewart, N.P.

**Oakland Community Support Center**

***7200 Bancroft Avenue, Suite 125A  
Oakland, CA 94605  
Tel (510) 777-3800 Fax (510) 777-3806***

Luisito Roxas, M.D.  
\*Timothy Jack, M.D.  
\*Vicente Gonzaga, M.D.  
Angela Coombs, M.D.  
\*David Schatz, M.D.  
\*William Ottowitz, M.D.  
Victoria Firl, PharmD  
\*Aimee McArthur, D.O.  
\*Vanessa Parker, N.P.

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Alameda County Behavioral Health Care Services – Programs  
**Community Support Centers**

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**Older Adult Service Team**

***1005 Atlantic Avenue  
Alameda, CA 94501  
Tel (510) 924-7667 Fax (510) 878-7345***

\*Ralph Fenn, M.D.  
\*Ruth Rayikanti, M.D.  
\*Meghan Ryan, N.P.  
\*Esther Kim, P.A.  
\*Annie Palmer, N.P.

**STAY/WRAP**

***3800 Coolidge Avenue  
Oakland, CA 94602  
Tel (510) 482-2244 Fax (510) 530-2047***

\*Funmilola Umoren, N.P.  
\*Megan O'Brien, N.P.  
Colette Warden, N.P.

**Schreiber Center**

***7200 Bancroft Avenue, Suite 125A  
Oakland, CA 94605  
Tel (510) 383-5020 Fax (510) 383-5022***

\*Gloria Ramos, M.D.

**Towne House Wellness Center/Circa 60**

***629 Oakland Avenue  
Oakland, CA 94611  
Tel (510) 658-9480 Fax (510) 569-4589***

Andrea Masters, N.P.  
Gilbert Simas, M.D.

**South County Wellness Center**

***40963 Grimmer Boulevard  
Fremont, CA 94538  
Tel (510) 657-7425 Fax (510) 569-4589***

Janetta Geringson, M.D.

**Tri-City Community Support Center**

***39155 Liberty Street, Suite G710  
Fremont, CA 94538  
Tel (510) 795-2434 Fax (877) 320-1396***

Mohammad Sheikh, M.D. (Child)  
\*Yasin Mansoor, M.D.  
\*Matilda Bockarie, N.P.  
\*Dana McGaffee, M.D.  
\*Eugene Mortison, M.D.  
\*Makan Talayeh, M.D.

**STARS TAY**

***545 Estudillo Avenue  
San Leandro, CA 94577  
Tel (510) 746-7480 Fax (510) 483-1707***

Yasin Mansoor, M.D.  
Ebele Mbeledogu, N.P.  
\*Farhad Numan, M.D.

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Alameda County Behavioral Health Care Services – Programs  
**Community Support Centers**

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**TRUST Clinic**

***384 & 386 14<sup>th</sup> Street  
Oakland, CA 94612  
Tel (510) 268-2294 Fax (510) 273-3842***

Aislinn Bird, M.D.  
Adebowale Adeniji, N.P.

**West Oakland Mental Health**

***700 Adeline Street  
Oakland, CA 94607  
Tel (510) 465-1800 Fax (510) 465-1508***

Neal Edwards, M.D.  
\*Kimberly Loda, M.D.

**Valley Community Support Center**

***3730 Hopyard Road, Suite 103  
Pleasanton, CA 94588  
Tel (925) 560-5880 Fax (925) 417-0947***

Catherine Felisky, M.D. (Child)  
\*Ayesha Siddiqua, M.D.

**Willow Rock Center – Outpatient**

***2050 Fairmont Drive  
San Leandro, CA 94578  
Tel (510) 483-3030 Fax (510) 483-2329***

Michelle Spencer, N.P.

**Valley Wellness Center**

***3900 Valley Avenue, Suite B  
Pleasanton, CA 94566  
Tel (925) 484-8457 Fax (925) 484-1075***

Janetta Geringson, M.D.

**Woodroe Place**

***22505 Woodroe Avenue  
Hayward, CA 94541  
Tel (510) 537-1688 Fax (510) 537-9222***

\*Janetta Geringson, M.D.  
\*Kevin Zhang, M.D.

# Psychiatrists and Other Prescribers



Alameda County Behavioral Health Care Services  
**Psychiatrists and Other Prescribers**

Psychiatrists & Other Prescribers	Service Site	Phone #/ Voicemail
Aamot, Cristina, N.P.	- JAMHR/STRIDES	(510) 238-5020
Adeniji, Adebowale, N.P.	- TRUST Clinic	(510) 268-2294
*Ahn, Michelle, M.D.	- Jay Mahler	(510) 357-3562
*Azam, Farooque, N.P.	- Bonita House	(510) 923-0199
*Baruch, Talia, N.P.	- JAMHR/STRIDES	(510) 238-5020
*Berger, Christopher, M.D.	- Hedco Wellness Center/ LIFT/PAIGE	(510) 247-8235
Bird, Aislinn, M.D.	- TRUST Clinic	(510) 268-2294
*Bland, Lorna, M.D.	- Eden Childrens	(510) 667-7540
*Bockarie, Matilda, N.P.	- Tri-City Adult	(510) 795-2434
*Botello, Fuensanta (Tita), M.D.	- La Clinica	(510) 535-6200
Chaffin, Jennifer, M.D.	- Adult Forensic Behavioral Health - CONREP	(925) 551-6740 (510) 667-3950
*Chagger, Sumeet, N.P.	- Adult Forensic Behavioral Health	(925) 551-6740
*Chakraburty, Amal, M.D.	- Greater HOPE	(510) 962-9114
Chan, Naomi, N.P.	- Asian Health Services/MH	(510) 735-3900
Cicinelli, Richard, M.D.	- Hedco Wellness Center/ LIFT/PAIGE	(510) 247-8235
*Clark, April, N.P.	- Adult Forensic Behavioral Health	(925) 551-6740
*Cohen, Alan, M.D.	- Eden Adult	(510) 667-7500
Coombs, Angela, M.D.	- Oakland CSC	(510) 777-3800
*Corea, Yelice, N.P.	- Felton Institute (re)MIND & BEAM	(510) 318-6100
Dubey, Sandyha, M.D.	- Guidance Clinic	(510) 667-3000
DuPree, Nicole, N.P.	- JAMHR/STRIDES	(510) 238-5020
Edwards, Neal, M.D.	- West Oakland - Adult Forensic Behavioral Health	(510) 465-1800 (925) 551-6740
*Enemmuo, Ifeatu, N.P.	- JAMHR/STRIDES	(510) 238-5020
*Exum, Wade, M.D.	- Adult Forensic Behavioral Health	(925) 551-6740
Ewart, Ana, N.P.	- La Familia	(510) 881-5921
Felisky, Catherine, M.D.	- Valley Childrens	(925) 560-5880
*Fenn, Ralph, M.D.	- Older Adult Service Team	(510) 924-7667
*Fernandez, Dara, M.D.	- La Familia	(510) 881-5921
*Fernandez, Luis, M.D.	- La Clinica	(510) 535-6200
Firl, Victoria, PharmD	- Oakland CSC	(510) 777-3800
Frihart, Jessica, N.P.	- Bonita House	(510) 923-0199
*Geringson, Janetta, M.D.	- South County Wellness Center - Valley Wellness Center - Woodroe	(510) 657-7425 (925) 484-8457 (510) 537-1688
Glassie, Lori, P.A.	- Greater HOPE	(510) 962-9114
*Gonzaga, Vicente, M.D.	- Oakland CSC	(510) 777-3800
*Gutterman, Robert, M.D.	- Bonita House	(510) 923-0199
*Harris, Emily, M.D.	- Oakland Childrens	(510) 777-3870

\*Substitutes during absences/locum tenens

Alameda County Behavioral Health Care Services  
**Psychiatrists and Other Prescribers**

<b>Psychiatrists &amp; Other Prescribers</b>	<b>Service Site</b>	<b>Phone #/ Voicemail</b>
Hauptert, Lisa, N.P.	- Bonita House	(510) 923-0199
Huffman, Ethan, N.P.	- CHANGES	(510) 553-8500
*Ibrahim, Rim, M.D.	- Eden Childrens	(510) 667-7540
*Ingram, Gail, M.D.	- Adult Forensic Behavioral Health	(925) 551-6740
*Jack, Timothy, M.D.	- Oakland CSC	(510) 777-3800
*Jahangiri, Mohammad, M.D.	- Adult Forensic Behavioral Health	(925) 551-6740
*Khan, Naureen, M.D.	- Adult Forensic Behavioral Health	(925) 551-6740
*Khodadadi, Farnaz, N.P.	- Adult Forensic Behavioral Health	(925) 551-6740
*Kurtz, Robert, M.D.	- Felton Institute (re)MIND & BEAM	(510) 318-6100
Lau, Cindy-Heung, N.P.	- Asian Health Services/MH	(510) 735-3900
Lauer, Roger, M.D.	- La Familia	(510) 881-5921
Le, Chau, N.P.	- Asian Health Services/MH	(510) 735-3900
Lee, Grace, M.D.	- Asian Health Services/MH	(510) 735-3900
*Lee, Paula, M.D.	- Adult Forensic Behavioral Health	(925) 551-6740
*Levin, Michael, M.D.	- Oakland Childrens	(510) 777-3870
Lim, Edward, M.D.	- Amber House	(510) 379-4179
*Loda, Kimberly, M.D.	- West Oakland	(510) 465-1800
*Lozano, Ricardo, M.D.	- La Clinica	(510) 535-6200
*Lustman, Lillian, M.D.	- Adult Forensic Behavioral Health	(925) 551-6740
Mains, William, M.D.	- CHANGES	(510) 553-8500
Manjunath, Sudha, M.D.	- Mobile Integrated Assessment & Tx for Seniors	(510) 574-2062
*Mansoor, Yasin, M.D.	- STARS TAY - Tri-City Adult CSC	(510) 746-7480 (510) 795-2434
*Mashburn, Manon, M.D.	- Adult Forensic Behavioral Health	(925) 551-6740
*Mason, Shayne, N.P.	- Jay Mahler	(510) 357-3562
Masters, Andrea, N.P.	- Hedco Wellness Center/LIFT/PAIGE - Town House Wellness Center/ Circa 60	(510) 247-8235 (510) 658-9480
Maxwell, Edward, M.D.	- Jay Mahler - JAMHR/STRIDES	(510) 357-3562 (510) 238-5020
*Mayor, Ivan, M.D.	- La Clinica	(510) 535-6200
Mbeledogu, Ebele, N.P.	- STARS TAY	(510) 746-7480
*McArthur, Aimee, D.O.	- Oakland CSC	(510) 777-3800
*McGaffee, Dana, M.D.	- Tri-City Adult CSC	(510) 795-2434
*Mehta, Swapnil, M.D.	- La Clinica	(510) 535-6200
Miller, Aaron, N.P.	- JAMHR/STRIDES	(510) 238-5020
*Mondolfi, Ruth, D.O.	- Amber House	(510) 379-4179
*Mortison, Eugene, M.D.	- Tri-City Adult CSC	(510) 795-2434
*Nanda, Simret, M.D.	- Eden Childrens	(510) 667-7540
*Nelson, Britta, P.A.	- Mobile Integrated Assessment & Tx for Seniors	(510) 574-2062
Nguyen, Christine, N.P.	- Asian Health Services/MH	(510) 735-3900

\*Substitutes during absences/locum tenens

Alameda County Behavioral Health Care Services  
**Psychiatrists and Other Prescribers**

<b>Psychiatrists &amp; Other Prescribers</b>	<b>Service Site</b>	<b>Phone #/ Voicemail</b>
*Nkrumah, Rebecca, M.D.	- La Clinica	(510) 535-6200
*Numan, Farhad, M.D.	- STARS TAY	(510) 746-7480
*O'Brien, Megan, N.P.	- STAY	(510) 482-2244
Ortiz, Haydee Aurora, N.P.	- La Clinica	(510) 535-6200
*Ottowitz, William, M.D.	- Oakland CSC	(510) 777-3800
*Palmer, Annie, N.P.	- Older Adult Service Team	(510) 924-7667
*Parker, Vanessa, N.P.	- Oakland CSC	(510) 777-3800
*Pulido, Laura, M.D.	- La Clinica	(510) 535-6200
*Ramos, Gloria, M.D.	- Schreiber Center	(510) 383-5020
*Rayikanti, Ruth, M.D.	- Older Adult Service Team	(510) 924-7667
Reddy, Giridhar, M.D.	- Eden Adult CSC	(510) 667-7500
*Redman, Tene, M.D.	- La Clinica	(510) 535-6200
Roxas, Luisito, M.D.	- Eden Adult CSC - Oakland CSC	(510) 667-7500 (510) 777-3800
Sadang, Aurelio, N.P.	- Eden Childrens	(510) 667-7540
*Saenz, Samuel, M.D.	- La Clinica	(510) 535-6200
*Salazar, Nicolas, M.D.	- Adult Forensic Behavioral Health	(925) 551-6740
*Schatz, David, M.D.	- Oakland CSC	(510) 777-3800
Sheikh, Mohammad, M.D.	- Tri-City Childrens - Guidance Clinic	(510) 795-2434 (510) 667-3000
*Siddiqua, Ayesha, M.D.	- Valley Adult CSC	(925) 560-5880
Simas, Gilbert, M.D.	- Amber House - Towne House Wellness Center	(510) 379-4179 (510) 658-9480
Simmons, Vanessa, N.P.	- Felton Institute re(MIND) & BEAM	(510) 318-6100
*Singh, Kawal, N.P.	- Adult Forensic Behavioral Health - Bonita House	(925) 551-6740 (510) 923-0199
Singh, Khenu, M.D.	- Adult Forensic Behavioral Health	(925) 551-6740
*Sole, Jonathan, M.D.	- La Clinica	(510) 535-6200
Spencer, Michelle, N.P.	- Willow Rock Outpatient	(510) 483-3030
*Surulinathan, Sanmukan, M.D.	- Adult Forensic Behavioral Health	(925) 551-6740
*Sutton, Shelley, M.D.	- Eden Children	(510) 667-7540
*Talayeh, Makan, M.D.	- Tri_City Adult CSC	(510) 795-2434
Tan, Megan, M.D.	- La Clinica	(510) 535-6200
*Truong, Thanh, M.D.	- Asian Health Services/MH	(510) 735-3900
*Umoren, Funmilola, N.P.	- STAY/WRAP	(510) 482-2244
Vaewsorn, Adin, N.P.	- La Clinica	(510) 535-6200
Wagle, Rinata, M.D.	- Adult Forensic Behavioral Health	(925) 551-6740
*Warden, Colette, N.P.	- STAY/WRAP	(510) 482-2244
*Winther, Lynn, M.D.	- Adult Forensic Behavioral Health	(925) 551-6740
Yun, Karen, M.D.	- Adult Forensic Behavioral Health - Asian Health Services/MH	(925) 551-6740 (510) 735-3900
Xie, Yuhuan, M.D.	- Asian Health Services/MH	(510) 735-3900
*Zhang, Kevin, M.D.	- Woodroe	(510) 537-1688

\*Substitutes during absences/locum tenens

# **MIA Program – Financial Rewards**



Alameda County Behavioral Health Care Services  
**MIA (Medically Indigent Adult) Program – Financial Rewards**

**Description:**

The MIA Program is a financial reward incentive program. Clinics that participate in the program help save on medication costs for the county. By reducing the county’s medication costs, a portion of each clinic’s relative savings is distributed back to the clinic for client care use.

**Who’s involved:**

The provider, client, Patient Assistance Program, Office of the Medical Director Staff, and MIA Program Network Pharmacy\*.

**How it works:**

Step 1:	Step 2:	Step 3:
Eligible client is identified. Application is completed, signed, and submitted by client and provider. 	If the application is approved, the Patient Assistance Program will deliver the client’s medication supply to the clinic. 	The medication supply is picked up by Office of the Medical Director Staff and transported to a MIA Program Network Pharmacy to be dispensed to the client. 

**How financial rewards are determined:**

Each year, the ACBH Executive team determines a total reward amount to be returned to participating clinics and may fluctuate year to year. The amount given back to an individual clinic is also dependent on their total participation in the MIA Program and medication cost savings in comparison to other participating clinics.

**Please contact Marianne Doral (510-567-8106) if you have questions regarding the MIA program or the application process.**

MIA (Patient Assistance Programs) & Application Information <sup>^</sup> :	
Cymbalta:	<a href="http://www.lillycares.com/aboutlillycares.aspx">http://www.lillycares.com/aboutlillycares.aspx</a>
Zyprexa tabs/Zyprexa Zydis:	<a href="http://www.lillycares.com/aboutlillycares.aspx">http://www.lillycares.com/aboutlillycares.aspx</a>
Long-Acting Injectables:	
Abilify Maintena & Abilify Asimtufii:	<a href="https://www.otsukapatientassistance.com/apply-online">https://www.otsukapatientassistance.com/apply-online</a>
Aristada:	<a href="http://aristadacaresupport.com/access-services/financial-assistance">http://aristadacaresupport.com/access-services/financial-assistance</a>
Invega Sustenna, Hafyera, & Trinza:	<a href="https://www.jjpaf.org/">https://www.jjpaf.org/</a>
Risperdal Consta:	<a href="https://www.jjpaf.org/">https://www.jjpaf.org/</a>
Tardive Dyskinesia:	
Ingrezza:	<a href="http://CP-VBZ-US-0017_ING_PAP-Form_DIGI_L5.pdf">CP-VBZ-US-0017_ING_PAP-Form_DIGI_L5.pdf</a> (inbracesupportprogram.com)

\* MIA Program Network Pharmacies are listed in **bold** on page 18 of User Guide.

<sup>^</sup> Patient Assistance Programs are subject to change and/or may be terminated by the Drug Manufacturer at any given time.

# Clozapine Monitoring



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Alameda County Behavioral Health Care Services  
**Clozapine Monitoring**

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**I. Background**

**1. General Information**

Clozapine is the only antipsychotic that is FDA approved for treatment-refractory schizophrenia and reduction of recurrent suicidal behavior in schizophrenia or schizoaffective disorder.

Numerous studies have demonstrated the effectiveness of this medication for treatment-resistant patients unresponsive to standard antipsychotics with fewer incidences of troubling extrapyramidal reactions, neuroleptic malignant syndrome, and tardive dyskinesia.

**2. Clozapine REMS Program**

The requirements to prescribe, dispense, and receive clozapine have changed and are now incorporated into a single, shared program called the Clozapine Risk Evaluation and Mitigation Strategy (REMS). Clozapine REMS is used to manage the potential risk of fatal agranulocytosis that occurs in 1% to 2% of patients prescribed clozapine. As a precautionary measure, the Office of the Medical Director will need to be notified of every patient prescribed clozapine.

**3. Clozapine Notification Form for the Office of the Medical Director**

Please complete a clozapine notification form for any patient who is already receiving clozapine admitted to any Alameda County outpatient clinic or anyone newly started on clozapine and fax to the Office of the Medical Director (see page 33).

**II. Clozapine Patient Criteria**

Historically, psychiatric guidelines recommended two failed antipsychotic trials prior to initiation of clozapine. A more recent guideline allows for an earlier trial of clozapine in patients with a history of recurrent suicidality, violence, or comorbid substance abuse<sup>1</sup>. The following are recommended monitoring parameters prior to initiation of clozapine:

- A. Documented history of one of the following treatment-resistant diagnoses:
  1. Schizophrenia
  2. Schizoaffective disorder
  3. Bipolar disorder
- B. Be over the age of 16
- C. A documented history of at least one failed antipsychotic trial of adequate dose and duration. For example, a patient previously on olanzapine 20mg for 6 weeks exhibiting either partial or nonresponse.
- D. Please ensure that none of the following complications or contraindications are present:
  1. History of clozapine-induced neutropenia or agranulocytosis
  2. Medical condition or drug associated with myeloproliferative disease or immunosuppression
  3. Severe medical condition, or other illnesses causing central nervous system depression or concurrent organic state
  4. Poor medical compliance and/or poor compliance with lab testing
  5. Initial ANC < 1500/mm<sup>3</sup>
  6. History of hypersensitivity to a clozapine related drug (amoxapine, loxapine)
  7. History of significant physical illness in the prior month
  8. History of blood disorder

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<sup>1</sup>Moore TA, et al. The TMAP algorithm for schizophrenia. J Clin Psychiatry 2007; 68(11):1751-62

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Alameda County Behavioral Health Care Services  
**Clozapine Monitoring**

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- E. The following potential concerns and complications have been addressed, if applicable:
1. History of seizure disorder, or neurological illness, not currently on an anticonvulsant.
  2. Finnish or Jewish background, especially Ashkenazi Jew (may be more susceptible to agranulocytosis).
  3. Laboratory or clinical evidence of significant hepatic, renal, or cardiopulmonary disease that may increase the concentration of clozapine metabolite to a toxic level.
  4. Prostatic enlargement or narrow angle glaucoma that may worsen due to clozapine's anticholinergic properties.
  5. The use of concomitant medications that have potentially additive adverse outcomes including those with the following effects:
    - a. Bone marrow suppression
    - b. CNS Depression
    - c. Seizure provoking or threshold lowering
    - d. Blood pressure lowering agents (anti-hypertensives)
    - e. Substrates/inhibitors/inducers of CYP1A2, 2D6, and 3A4
    - f. Highly protein bound drugs

**III. Initiation of Clozapine Treatment**

The following must be completed per FDA regulations for prescribing and administering clozapine to clients:

- A. Physician must enroll and become certified in the Clozapine Risk Evaluation and Mitigation Strategy (REMS) Program.
- B. Physician (or designee) must enroll clients into the REMS program and review the risk and benefits of clozapine with the client and any caregivers.
- C. Baseline ANC must be reported prior to initiation of clozapine.

**IV. Clozapine REMS contact information**

<b>Website:</b>	<a href="http://www.clozapinerems.com">www.clozapinerems.com</a>
<b>Phone number:</b>	888-586-0758
<b>Fax number:</b>	800-878-5927

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Alameda County Behavioral Health Care Services  
**Clozapine Monitoring**

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**V. Additional Clozapine Resources:**

A. Clozapine REMS website: [www.clozapinerems.com](http://www.clozapinerems.com)

1. Guide for Healthcare Providers
2. Guide for Patients and Caregivers
3. Providers' Knowledge Assessment Forms

B. Clozapine Information:

<http://www.acbhcs.org/MedDir/UserGuide/ClozapineInfoSheets.pdf>

1. Blood Monitoring Requirements
2. Clozapine Blood Concentrations
3. ANC Reporting Requirements
4. Black Box Warnings and Serious Adverse Drug Reactions
5. Common Side Effects
6. Drug Interactions
7. Myocarditis Monitoring Algorithm
8. Clozapine Side Effect Severity Scale (GASS-C)
9. REMS Enrollment Forms

## Alameda County Behavioral Health Care Services

### Clozapine Monitoring

#### VI. Frequency of ANC Monitoring and Treatment Recommendations

Recommended Monitoring Frequency and Clinical Decisions by ANC Level

ANC Level	Treatment Recommendation	ANC Monitoring
<b>Normal Range for a New Patient</b> <ul style="list-style-type: none"> <li>General Population (ANC <math>\geq</math> 1500/<math>\mu</math>L)</li> </ul>	<ul style="list-style-type: none"> <li>Initiate treatment</li> <li>If treatment interrupted:               <ul style="list-style-type: none"> <li>&lt; 30 days, continue monitoring as before</li> <li><math>\geq</math> 30 days, monitor as if new patient</li> </ul> </li> <li>Discontinuation for reasons other than neutropenia</li> </ul>	<ul style="list-style-type: none"> <li>Weekly from initiation to 6 months</li> <li>Every 2 weeks from 6 to 12 months</li> <li>Monthly after 12 months</li> <li>See Section 2.4 of the full Prescribing Information</li> </ul>
<b>BEN POPULATION</b> <ul style="list-style-type: none"> <li>BEN Population (ANC <math>\geq</math> 1,000/<math>\mu</math>L)</li> <li>Obtain at least two baseline ANC levels before initiating treatment</li> </ul>	<ul style="list-style-type: none"> <li>Discontinuation for reasons other than neutropenia</li> </ul>	<ul style="list-style-type: none"> <li>See Section 2.4 of the full Prescribing Information</li> </ul>
<b>Mild Neutropenia (1000 to 1499/<math>\mu</math>L)*</b>	<b>GENERAL POPULATION</b> <ul style="list-style-type: none"> <li>Continue treatment</li> </ul>	<b>GENERAL POPULATION</b> <ul style="list-style-type: none"> <li>Three times weekly until ANC <math>\geq</math> 1500/<math>\mu</math>L</li> <li>Once ANC <math>\geq</math> 1500/<math>\mu</math>L, return to patient's last "Normal Range" ANC monitoring interval**</li> </ul>
	<b>BEN POPULATION</b> <ul style="list-style-type: none"> <li>Mild Neutropenia is normal range for BEN population, continue treatment</li> <li>Obtain at least two baseline ANC levels before initiating treatment</li> <li>If treatment interrupted               <ul style="list-style-type: none"> <li>&lt; 30 days, continue monitoring as before</li> <li><math>\geq</math> 30 days, monitor as if new patient</li> </ul> </li> <li>Discontinuation for reasons other than neutropenia</li> </ul>	<b>BEN POPULATION</b> <ul style="list-style-type: none"> <li>Weekly from initiation to 6 months</li> <li>Every 2 weeks from 6 to 12 months</li> <li>Monthly after 12 months</li> <li>See Section 2.4 of the full Prescribing Information</li> </ul>
<b>Moderate Neutropenia (500 to 999/<math>\mu</math>L)*</b>	<b>GENERAL POPULATION</b> <ul style="list-style-type: none"> <li>Recommend hematology consultation</li> <li>Interrupt treatment for suspected clozapine induced neutropenia</li> <li>Resume treatment once ANC normalizes to <math>\geq</math> 1000/<math>\mu</math>L</li> </ul>	<b>GENERAL POPULATION</b> <ul style="list-style-type: none"> <li>Daily until ANC <math>\geq</math> 1000/<math>\mu</math>L, then</li> <li>Three times weekly until ANC <math>\geq</math> 1500/<math>\mu</math>L</li> <li>Once ANC <math>\geq</math> 1500/<math>\mu</math>L, check ANC weekly for 4 weeks, then return to patient's last "Normal Range" ANC monitoring interval**</li> </ul>
	<b>BEN POPULATION</b> <ul style="list-style-type: none"> <li>Recommend hematology consultation</li> <li>Continue treatment</li> </ul>	<b>BEN POPULATION</b> <ul style="list-style-type: none"> <li>Three times weekly until ANC <math>\geq</math> 1000/<math>\mu</math>L or <math>\geq</math> patient's known baseline.</li> <li>Once ANC <math>\geq</math> 1000/<math>\mu</math>L or patient's known baseline, then check ANC weekly for 4 weeks, then return to patient's last "Normal BEN Range" ANC monitoring interval**</li> </ul>
<b>Severe Neutropenia (less than 500/<math>\mu</math>L)*</b>	<b>GENERAL POPULATION</b> <ul style="list-style-type: none"> <li>Recommend hematology consultation</li> <li>Interrupt treatment for suspected clozapine induced neutropenia</li> <li>Do not rechallenge unless prescriber determines benefits outweigh risks</li> </ul>	<b>GENERAL POPULATION</b> <ul style="list-style-type: none"> <li>Daily until ANC <math>\geq</math> 1000/<math>\mu</math>L</li> <li>Three times weekly until ANC <math>\geq</math> 1500/<math>\mu</math>L</li> <li>If patient rechallenged, resume treatment as a new patient under "Normal Range" monitoring once ANC <math>\geq</math> 1500/<math>\mu</math>L</li> </ul>
	<b>BEN POPULATION</b> <ul style="list-style-type: none"> <li>Recommend hematology consultation</li> <li>Interrupt treatment for suspected clozapine induced neutropenia</li> <li>Do not rechallenge unless prescriber determines benefits outweigh risks</li> </ul>	<b>BEN POPULATION</b> <ul style="list-style-type: none"> <li>Daily until ANC <math>\geq</math> 500/<math>\mu</math>L</li> <li>Three times weekly until ANC <math>\geq</math> patient's established baseline</li> <li>If patient rechallenged, resume treatment as a new patient under "Normal Range" monitoring once ANC <math>\geq</math> 1000/<math>\mu</math>L or at patient's baseline</li> </ul>

\* Confirm all initial reports of ANC less than 1500/ $\mu$ L (ANC < 1000/ $\mu$ L for BEN patients) with a repeat ANC measurement within 24 hours

\*\* If clinically appropriate

# **Antipsychotic Monitoring & Long-acting IM Antipsychotics & Tx of Adult ADHD Requirements**



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# Alameda County Behavioral Health Care Services

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## **Antipsychotic Monitoring Requirements**

1. Baseline assessment of movement disorders documented
2. If possible symptoms of T.D., AIMS examination done at least every 6 months
3. **Weight:** Measured at baseline, at every visit for 9 months, then every 3 months thereafter
4. **Glucose/A1c:** Measured at baseline, at 3 months, at 6 months, then annually
5. **Cholesterol/triglycerides:** Measured at baseline, at 3 months, at 6 months, then annually
6. **Prolactin** (for clients on risperidone, paliperidone or any conventional agent): Measured annually & symptom assessment

## **Psychotropic Guidelines**

Aripiprazole (**Abilify**) should be dosed only as once daily.

Antipsychotic medications should not be used **solely** for sleep or anxiety disorders.

## **Long-Acting Injectable Antipsychotics**

- Zyprexa Relprevv (olanzapine pamoate)

The above long acting antipsychotic is **NOT covered by either ACBH or Medi-Cal Rx**. Medi-Cal Rx will require a PA. Only patients *with an approved Medi-Cal Rx PA or approved through a respective Patient Asst. Program, if available, will be eligible to receive these medications*. To inquire about the availability or acquire an application for a Patient Assistant Program, contact the Office of the Medical Director (510-567-8106).

## **Adult-Attention Deficit Hyperactivity Disorder (ADHD)**

ACBH does not treat patients with a primary diagnosis of Adult ADHD. However, clients with a *co-morbid diagnosis* of Adult ADHD may be treated along with their primary psychiatric disorder(s). Please refer to the *ACBH Adult ADHD Assessment & Rating Guidelines*, which can assist in both diagnosis and treatment.

# Medication Monitoring Criteria



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# Alameda County Behavioral Health Care Services

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**Alameda Behavioral Health Care Services perform randomly selected chart reviews every 1-2 quarters to ensure adherence to prescribing standards and expectations and provide recommendations to improve quality of documentation. At minimum, the charts should include the following:**

**I. General psychotropic prescribing**

- A. Document dose, frequency, and indications of all psychotropic medications.
- B. Must document rationale in progress notes if dose exceeds FDA approved ranges.
- C. Indicate specific target symptoms for off-label use.

**II. Antipsychotic prescribing**

- A. Prescribing antipsychotics as anxiolytics and sedative/hypnotic is highly discouraged
- B. Monitoring
  - i. Weight: measured at baseline, then every visit for 9 months, then quarterly
  - ii. Blood pressure: measured at baseline, 3 months, then annually
  - iii. Fasting glucose: measured at baseline, at 3 months, at 6 months, then annually
  - iv. Fasting lipid: measured at baseline, at 3 months, at 6 months, then annually
  - v. Prolactin: measured annually for typical antipsychotics, risperidone, and paliperidone and when clinically indicated
  - vi. Extrapyramidal Side Effects (EPS)-document assessments for EPS with each encounter
- C. Abnormal labs
  - i. Metabolic (weight, glucose, lipid)-document discussion with the client or caregiver AND one of the following
    - 1. Document a change of medication or dose
    - 2. Document education on physical life style improvements
    - 3. Document referral or discussion with clients PCP
  - ii. Prolactin- documentation of a symptom assessment should always accompany an abnormal level
- D. Antipsychotic polypharmacy
  - i. Rationale shall be provided in every case of polypharmacy
  - ii. Cross titrations and temporary oral overlap for a long acting injectable are not considered polypharmacy but clear documentation on the intended use is expected
- E. Tardive Dyskinesia (TD)
  - i. Document the presence or absence of involuntary movements for each encounter
  - ii. With current or history of involuntary movements, an AIMS shall be performed at least every six months

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# Alameda County Behavioral Health Care Services

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### III. **Antiparkinsonian agent prescribing**

- A. Routine prophylaxis for EPS is discouraged
- B. Document dose, frequency, specify target symptoms and outcomes

### IV. **Mood stabilizer prescribing**

- A. Lithium
  - i. Documentation of serum levels assessments when starting or after dosage adjustment, every six months and when clinically indicated
  - ii. History of lithium toxicity should be documented
  - iii. Baseline thyroid function test, CBC w/ diff, BUN/Cr, urinalysis, and pregnancy status for child bearing aged females
  - iv. Documentation of ongoing labs, pregnancy status and side effect assessments when applicable
  - v. If serum level is found outside the therapeutic range, chart documentation indicates symptoms assessment, and/or an appropriate intervention
- B. Carbamazepine and Valproic acid derivatives
  - i. Baseline liver function test, CBC with differential, and pregnancy status for child bearing aged females
  - ii. Documentation of ongoing labs, pregnancy status and side effect assessments when applicable
  - iii. If serum level is found outside the therapeutic range, chart documentation indicates symptoms assessment, and/or an appropriate intervention

### V. **Stimulants**

- A. Monitoring
  - i. Height and weight every six months (children & adolescents)
  - ii. Pulse every 3 months, and blood pressure every 6 months (clients >12 years old)

# **ACBH Clinic and Medication Room Policy & Procedures**





Alameda County Behavioral Health Care Services  
Office of the Medical Director

2000 Embarcadero Cove, Suite 400  
Oakland, CA 94606  
Tel (510) 567-8100  
Fax (510) 567-6850

**POLICY/ PROCEDURE REGARDING: ACBH Clinic Medication Rooms**

Issued By: Aaron Chapman, M.D.  
ACBH Medical Director

Date: January 26, 2016

**PURPOSE:**

This policy and procedures is intended to serve as a guideline for compliance with state and federal laws and regulations as well as for general safe practice medication standards to ensure medication safety in the clinic setting.

**SCOPE:**

This policy applies to ACBH affiliated clinics and to staff working in ACBH-affiliated clinics.

**POLICY:**

All ACBH affiliated clinics shall be in compliance with state and federal laws and regulations in the access, ordering and receiving, storage, prescribing and dispensing, and disposal of medications.

**1. ACCESS**

- a. All prescription medications, medication injection equipment (syringes, needles) and non-prescription medication will be stored in a locked medication room or closet with access and administration limited to legally authorized, medical staff only (Clinic Director shall have access for storage purposes only). Designated medical staff will be identified in writing by the clinic.

LICENSED STAFF	NAME	AUTHORIZED (Access, dispensing, administration, ordering)
PHYSICIANS		
PHARMACISTS, PHARMACY TECHNICIAN		
NURSES		
CLINIC DIRECTOR		(Access for storage only)
OTHER: _____		

- b. Keys that open medication cabinets are issued to the above authorized medically licensed personnel who are assigned to work at these sites only; these staff members are expected to maintain possession of the keys and to return the keys when no longer assigned to the clinic.
- c. The medication room shall not be accessible via the facility’s master key.
- d. Total number of keys available at this location: \_\_\_\_\_

2. **STOCK MEDICATIONS** (ex. Urgent Supply of medications)

- a. The urgent supply of medications that may be available at the clinic includes:

DRUG NAME	DOSE	FORM
Diphenhydramine	50mg/ 1mL	inj
Epinephrine	1:1000	inj

- b. Every clinic that maintains urgent supply of medications must keep records of their acquisition, administration, and disposition (B&P Code 4081, 4105, 4180). The designated staff member will be responsible for keeping inventory. Expired urgent supply of medications shall be logged prior to proper disposal. (Use “**Urgent Medication Log**”, **Attachment Log #1.**)

3. **RECEIVING AND STORING MEDICATIONS**

- a. The clinic shall only receive medication deliveries when medical/authorized staff is present.
- b. Medications delivered to the clinic should be received by authorized personnel, and then promptly and appropriately cataloged and stored in the medication room. (Use “**Medication Receipt Log**”, **Attachment Log #2.**)
- c. Non-medical staff, such as a front desk clerk, may receive medication deliveries but shall immediately notify authorized staff to promptly record and store medications securely in the medication room. Packages shall never be left unattended.
- d. Every clinic that receives and stores medications must keep records of their acquisition and disposition (B&P Code 4081, 4105, 4180). A chain of custody chronologically documenting the receipt, dispense, administration, and/or disposal of all medications shall be maintained.
- e. Clinics must log the receipt of all client medications (CCR, Title 22 73361). Copies of the pharmacy’s delivery log may serve as the medication receipt log provided it meets all of the requirements of a medication receipt log below. All records of received medications shall be retained for at least 3 years (CCR, Title 22 73361). All medication receipt logs must contain all of the following information:
  - i. Medication name,
  - ii. Strength and quantity,
  - iii. Name of the client,
  - iv. Date ordered (date medication request made to the pharmacy),
  - v. Date received, and
  - vi. Name of dispensing pharmacy.

- f. Client medication shall be stored separate from clinic stock and urgent supply.
- g. Client's own medications shall not be "shared" or utilized as floor stock medications under any circumstances. Client medications shall only be distributed to the specific client for whom it was prescribed and labeled.
- h. Drug room/storage area is secure, clean, and orderly. Drugs are stored in a manner that prevents crowding and/or confusion.
- i. Drugs will not be retained after the expiration date indicated on the label. No contaminated or deteriorated drugs are to be available for use.
- j. Drugs for external use will be stored separately from oral or injectable medications.
- k. Containers which are cracked, soiled, or without secure closure shall not be used.
- l. All multiple dose injectable medications should be marked with date of first puncture. The decanoate (haloperidol and fluphenazine) vials should expire 28 days after date of first puncture as per manufacturer's information, U.S. Pharmacopeia, and Association for Professionals in Infection Control and Epidemiology (APIC).
- m. Expired and clients' returned medications, are properly disposed of according to written policy.
- n. Test reagents, germicides, disinfectants, and other non-ingestible substances shall be stored separately from drugs.
- o. Drugs requiring refrigeration shall be stored in a refrigerator maintained between 2-8 degrees C (36-46 degrees F). (Temperature documentation (on each working day) using **"Temperature Log for Refrigerator", Attachment Log #3.**)
- p. No food shall be stored in the same refrigerator as medications.
- q. Drugs requiring room temperature shall be stored in a place maintained between 15-30 degrees C (59-86 degrees F). (Temperature documentation (on each working day) using **"Temperature Log for Room", Attachment Log #4.**)
- r. Controlled drugs will not be stocked at clinic sites.

#### 4. DRUGS AND SHARPS DISPOSAL

- a. General requirements: Every clinic that maintains a stock of drugs including urgent supply of meds must keep records of their acquisition and disposition (B&P Code 4081, 4105, 4180). All medications shall be disposed in accordance to applicable federal,

state, and local regulations for disposal of chemicals and potentially dangerous or hazardous substances.

- b. Medications for disposal may include:
  - i. Medications which are not taken with the client upon termination of services.
  - ii. Discontinued medications.
  - iii. Expired, contaminated, or deteriorated medications.
- c. Clients' medications may be disposed of at the clinic through pick up services by ACBH pharmacy staff.
  - i. No controlled medications will be accepted from clients for disposal.
  - ii. Non-controlled medications must be cataloged on the "**Medication Disposal Log**", **Attachment Log #5** by appropriate staff prior to contacting ACBH pharmacy staff for disposal.
  - iii. Drugs will be destroyed in the presence of a pharmacist or registered nurse.
- d. Disposal of urgent supply of medications will be documented on the "**Urgent Medication Log**", **Attachment Log #1** found in the ACBH Medication and Pharmacy User Guide.

## 5. DRUG SAMPLES

- a. Medication samples are not allowed in clinics.

## 6. MEDICATION ADMINISTRATION

- a. Medications may only be administered by authorized personnel upon an order by a prescriber lawfully authorized to prescribe. ACBH personnel who are authorized to administer medications under their scope of practice are: physicians, pharmacists, physician assistants, nurse practitioners, registered nurses, licensed vocational nurses, and licensed psychiatric technicians.
- b. Authorized personnel administering a medication are responsible:
  - i. For knowing a drug's usual dosage range, indications, side effects, toxicity, stability, expiration date and the client's hypersensitivity or allergies.
  - ii. For ensuring that the fundamentals of med administration are followed: right client, right drug, right dose, right route, and right time.
- c. Prior to drug administration, establish the client's identity by using two distinct client identifiers (ex. asking the client to state their name and date of birth).
- d. For injectable medication administration:
  - i. Use universal and blood borne pathogen precautions.
  - ii. Use safety needles.
- e. Documentation by the person administering the medication shall be documented on the "**Medication Administration Log**", **Attachment Log #6**.

**I acknowledge that I have received, read and understand the policies and procedures regarding ACBH clinic medication rooms.**

Signature: \_\_\_\_\_

Print Name and Title: \_\_\_\_\_

Date: \_\_\_\_\_







# ALAMEDA COUNTY BEHAVIORAL HEALTH CARE SERVICES

## Temperature Log for Refrigerator – To be retained for at least 3 years Log #3

Clinic Name: \_\_\_\_\_ Month/Year: \_\_\_\_\_

**Completing this temperature log:** Check the temperature in the refrigerator at a minimum of each working day. Place an “X” in the box that corresponds with the temperature, the time of the temperature reading, and your initials. Once the month has ended, save each month’s completed form for 3 years.

Day of Month	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Time																															
am/pm																															

Danger! Temperatures above 46°F are too warm! Write any unacceptable temperature in the boxes below and call BHCS (510-567-8106) immediately!																															
46°F																															
45°F																															
44°F																															
43°F																															
42°F																															
41°F																															
40°F																															
39°F																															
38°F																															
37°F																															
36°F																															
Danger! Temperatures below 36°F are too cold! Write any unacceptable temperature in the boxes below and call BHCS (510-567-8106) immediately!																															

Write any unacceptable temperatures (above 46°F or below 36°F) in the boxes below. Then take action!

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--



# ALAMEDA COUNTY BEHAVIORAL HEALTH CARE SERVICES

## Room Temperature Log – To be retained for at least 3 years Log #4

Clinic Name: \_\_\_\_\_ Month/Year: \_\_\_\_\_

**Completing this temperature log:** Check the temperature in room at a minimum of each working day. Place an “X” in the box that corresponds with the temperature, the time of the temperature reading, and your initials. Once the month has ended, save each month’s completed form for 3 years.

Day of Month	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Staff Initials																															
Time																															
am/pm																															

Danger! Temperatures above 86°F are too warm! Write any unacceptable temperature in the boxes below and call BHCS (510-567-8106) immediately!																															
86°F																															
84-85°F																															
82-83°F																															
80-81°F																															
78-79°F																															
76-77°F																															
74-75°F																															
72-73°F																															
70-71°F																															
68-69°F																															
66-67°F																															
64-65°F																															
62-63°F																															
60-61°F																															
59°F																															
Danger! Temperatures below 59°F are too cold! Write any unacceptable temperature in the boxes below and call BHCS (510-567-8106) immediately!																															

Write any unacceptable temperatures (above 86°F or below 59°F) in the boxes below. Then take action!

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# Alameda County Behavioral Health Care Services

## Medication Storage Compliance Checklist

Clinic: \_\_\_\_\_

Date: \_\_\_\_\_

RPh/CPHT: \_\_\_\_\_

Clinic Supervisor: \_\_\_\_\_

Please check if clinic meets all criteria. Please note all exceptions under "NOTES".

### General

Yes   No

- Area where medications are stored is clean and organized.
- Access to stored medication is limited to authorized personnel, is identified in writing, and is posted or readily accessible.
- No samples are available for use in the clinic.

### URGENT SUPPLY OF MEDICATIONS

Yes   No

- An Urgent Supply of medication is available at the clinic.
- This Urgent Supply only includes:

Drug Name	Dose	Form	Expiration Date
Diphenhydramine	50 mg/1 ml	inj	
Epinephrine	1:1000	inj	

- The Clinic Director, a nurse or a physician is responsible for this Urgent Supply.
- The Urgent supply is stored in a secure, locked area.
- Log sheet is up to date with complete documentation of all medication acquisition, administration, and disposition.

### LABELING AND STORAGE OF DRUGS

Yes   No

- All drugs are kept in a secured area: locked medication room locked cabinet or drawer.
- Drugs are stored in an orderly manner and organized by generic name.
- No drug or device package is opened to expose drug or its contents and left unattended (e.g. single dose parenteral container, pill bottles, or blister packages).
- Drugs for external use will be stored separately from oral or injectable medications.

**LABELING AND STORAGE OF DRUGS cont.**

Yes   No

- Test reagents, germicides, disinfectants, and other non-ingestible substances are stored separately and away from drugs.
- No expired, contaminated, deteriorated or recalled drugs are available for use.
- Containers which are cracked, soiled, or without secure closure are not available for use.
- Medication logs including acquisition, administration and disposition are up to date and completed appropriately.
- No controlled substances are stored in the clinic and available for use.
- Drugs are properly labeled according to federal and state laws and are legible: labels altered only by persons legally authorized to do so.

Yes   No   N/A

- IM multi-dose parenteral vials are initialed and dated when first punctured and with an expiration date that does not exceed 28 days post initial puncture or manufacturer’s expiration, whichever comes first.
- Drugs requiring refrigeration shall be stored between 2-8°C (36-46°F). Daily temperature log completed.
- Drugs stored in a refrigerator shall not be stored with food.
- Drugs requiring room temperature shall be stored between 15-30°C (59-86°F). Daily temperature log completed.

**DISPOSAL OF DRUGS**

Yes   No

- Pharmaceutical or Hazardous waste bins are accessible.
- The medication disposal log for expired, contaminated, deteriorated, discontinued, or clients’ returned medication supply is completed appropriately.

**NOTES:**

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# Alameda County Behavioral Health Care Services

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## **Medi-Cal Rx Information & Other Helpful Links**

Medi-Cal Rx is now live as of January 1, 2022. All administrative services related to Medi-Cal pharmacy benefits billed on pharmacy claims from the existing Medi-Cal Fee-for-Service (FFS) or Managed Care Plan (MCP) intermediaries (Alameda Alliance or Blue Cross Medi-Cal) have transitioned to Medi-Cal Rx.

Training, background, overview, the Medi-Cal Rx Pharmacy Transition Policy, and other information can be found on the [Education & Outreach Page](https://medi-calrx.dhcs.ca.gov/home/education/) (<https://medi-calrx.dhcs.ca.gov/home/education/>). Key [alerts and bulletins](https://medi-calrx.dhcs.ca.gov/provider/pharmacy-news/) (<https://medi-calrx.dhcs.ca.gov/provider/pharmacy-news/>) are also available on the Medi-Cal Rx Web Portal. Sign up for the [Medi-Cal Rx Subscription Service](https://mcrxsspages.dhcs.ca.gov/Medi-CalRxDHCSgov-Subscription-Sign-Up) (<https://mcrxsspages.dhcs.ca.gov/Medi-CalRxDHCSgov-Subscription-Sign-Up>) so you will be notified when something new is posted.

If you are a pharmacy provider or prescriber who has not registered, register now on the [Medi-Cal Rx Provider Portal](https://medi-calrx.dhcs.ca.gov/provider/) (<https://medi-calrx.dhcs.ca.gov/provider/>). For assistance in registering, review the [User Administration Console \(UAC\) Quick Start Guide](https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/education-and-outreach/2020.10_EOT_Medi-Cal_Rx_New_Registration_Quick_Start_Job_Aid_v1.1_10.21.2020.pdf) ([https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/education-and-outreach/2020.10 EOT Medi-Cal Rx New Registration Quick Start Job Aid v1.1 10.21.2020.pdf](https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/education-and-outreach/2020.10_EOT_Medi-Cal_Rx_New_Registration_Quick_Start_Job_Aid_v1.1_10.21.2020.pdf)).

**For pharmacy assistance, call the Medi-Cal Rx Customer Service Center at 1-800-977-2273, 24 hours a day, 7 days a week, 365 days per year.**

### **Other helpful links:**

[Medi-Cal Rx: Transitioning Medi-Cal Pharmacy Services from Managed Care to FFS FAQs:](https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/faq/Medi-Cal_Rx_Transitioning_Medi-Cal_Pharmacy_Services_from_Managed_Care_to_FFS_FAQs.pdf) [https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/faq/Medi-Cal Rx Transitioning Medi-Cal Pharmacy Services from Managed Care to FFS FAQs.pdf](https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/faq/Medi-Cal_Rx_Transitioning_Medi-Cal_Pharmacy_Services_from_Managed_Care_to_FFS_FAQs.pdf)

[Medi-Cal Rx: Provider Registration and Training FAQs:](https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/provider/bulletins/2021.02_B_Medi-Cal_Rx_Provider_Registration_and_Training_FAQs.pdf) [https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/provider/bulletins/2021.02 B Medi-Cal Rx Provider Registration and Training FAQs.pdf](https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/provider/bulletins/2021.02_B_Medi-Cal_Rx_Provider_Registration_and_Training_FAQs.pdf)

### **Medi-Cal Rx Formulary:**

Medi-Cal Rx Online Search Formulary	<a href="https://medi-calrx.dhcs.ca.gov/provider/drug-lookup">https://medi-calrx.dhcs.ca.gov/provider/drug-lookup</a>
Medi-Cal Rx CDL (Contract Drug List)	<a href="https://medi-calrx.dhcs.ca.gov/home/cdl">https://medi-calrx.dhcs.ca.gov/home/cdl</a>

# Alameda County Behavioral Health Care Services

## **Other Health Coverage (OHC) Reporting and Correction Procedures**

Other Health Coverage (OHC) refers to private health insurance. Services may include medical, dental, vision, pharmacy, and/or Medicare supplemental plans (Part C & D).

DHCS currently receives OHC data from over 20 health insurance carriers, the Department of Child Support Services, the Social Security Administration, California Children’s Services, and other automated systems. The data exchanges provide DHCS more complete, accurate, and timely OHC information, in a cost effective manner. Despite these data matches, counties are still responsible for gathering and reporting OHC additions, terminations, and changes (California Code of Regulations, Title 22, Section 50765).

<b>Adding or Removing OHC (Other Health Coverage) Code from MEDS:</b>	
<b>Who can modify/make these changes?</b>	The member, eligibility worker, health care provider, etc. can submit OHC modifications.
<b>What is the website and phone number to make changes?</b>	OHC Processing Center Website: <a href="http://www.dhcs.ca.gov/services/Pages/TPLRD_OCU_cont.aspx">http://www.dhcs.ca.gov/services/Pages/TPLRD_OCU_cont.aspx</a> Telephone Services Center: (800) 541-5555 If outside of California: (916) 636-1980
<b>What information needs to be provided?</b>	<p>To add or remove OHC information, a county must provide the beneficiary’s client index number, name, and date of birth. In addition, DHCS requires the eligibility worker’s name, telephone number, and email address in case there are questions regarding the request.</p> <ul style="list-style-type: none"> <li>For OHC additions, the OHC Processing Center needs the health insurance carrier name, the policy holder’s name, and the policy number. If the beneficiary knows when coverage began, include the OHC policy start date. If no start date is entered, HIS (Health Insurance System) in MEDS automatically assumes coverage began on the day policy information is submitted.</li> <li>For OHC removals, the OHC Processing Center needs the health insurance carrier name, health insurance carrier code (if known), and a policy stop date. If no policy stop date is provided, DHCS will terminate a HIS record effective the last day of the previous month.</li> </ul> <p>To ensure Medi-Cal is the payer of last resort, counties must confirm that a Medi-Cal beneficiary’s OHC has terminated prior to removing the OHC code by verifying:</p> <ol style="list-style-type: none"> <li>A payroll or pension check stub showing deductions for private health insurance have ceased.</li> <li>An Explanation of Benefits from the insurance carrier showing the date the policy terminated.</li> <li>A termination letter from the insurance carrier and/or employer showing the date the policy terminated.</li> <li>A signed affidavit stating that the Medi-Cal beneficiary no longer has, or never had OHC. The affidavit should also include the date the policy terminated if known.</li> </ol> <p>Please review OHC Processing Center forms for additional information.</p>
<b>How quickly do modifications take change?</b>	Once the request is submitted using the OHC Processing Center forms, please allow up to 72 business hours for your request to be processed. In an event of an emergency, please see reference ACWDL No: 16-22 for instructions regarding Immediate Needs Transactions (Please note this process is handled by Medi-Cal Eligibility).

Please note: OHC Processing Center cannot modify a Managed Care plan. For county assistance regarding a Managed Care plan, please contact Health Care Options at (800) 430-4263. For Medicare assistance, please contact Social Security Administration at (800) 772-1213.

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# Alameda County Behavioral Health Care Services

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## **Federal and State Rules for Ordering, Referring or Prescribing (ORP) Practitioners**

The Center for Medicare and Medicaid (CMS) and the California Department of Health Care Services have initiated new enrollment guidelines for all ORP practitioners.

### Clients with Medicare benefits only:

ORP practitioners who treat Medicare clients must enroll in the Medicare program through Noridian in order for their orders (lab) or prescriptions to be filled. Per CMS “Any physician or other eligible professional who prescribes Part D drugs must either enroll in the Medicare program or opt out in order to prescribe drugs to their patients with Part D prescription drug benefit plans”. Please use the Medicare CMS 855O form for enrollment with Medicare.

### Clients with Medi-Cal benefits only:

Per the DHCS Information notice 17-027 dated June 19, 2017, practitioners who prescribe medication and/or order lab tests for Medi-Cal clients must be enrolled in the DHCS Provider Enrollment Division or already be enrolled with Medicare. Medi-Cal enrollment can be performed via the PAVE Portal at (<https://pave.dhcs.ca.gov/sso/login.do>) or by submitting DHCS form 6219 to:

Department of Health Care Services  
Provider Enrollment Division  
MS 4704  
PO Box 997412  
Sacramento, CA 95899-7412

### Clients with Medicare and Medi-Cal (Medi/Medi) benefits:

ORP practitioners who treat clients with both Medicare and Medi-Cal benefits must be enrolled in Medicare (when enrolled with Medicare you do not have to also enroll in Medi-Cal). Please use the Medicare CMS 855O form for enrollment with Medicare.

As a courtesy to our medical vendors we are assisting our practitioners with this enrollment process.

County practitioners should contact the Provider Relations Management Analyst for assistance with their enrollment forms (1-800-878-1313).

CBO practitioners should work with their HR or Certification Representatives to ensure Medicare enrollment.

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## Alameda County Behavioral Health Care Services

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### **ACBH websites:**

<http://www.acbhcs.org/>

[Pharmacy Services – Alameda County Behavioral Health \(acbhcs.org\)](#)