



2000 Embarcadero Cove, Suite 400
Oakland, California 94606
(510) 567-8100 / TTY (510) 533-5018

Informing Materials

Initial Forms That Must be in the Chart & Signed by the Consumer

1. Advance Directive (Adults only)
2. Beneficiary Problem Resolution Information
3. Notice of Privacy Practices (HIPAA) pg. 8, signed and witnessed (pg 1-7 is to be given to the consumer)
4. Limits of Confidentiality (Duty to Report)
5. Consent to Treatment
6. Written Policy regarding Confidentiality of Records
7. Releases of Information as necessary

Things You Must Offer Your Consumers Copies of:

If you wish, you may make a binder for these and label it, "Copies available upon request". The binder would then have to be left in the lobby where consumers would have free access to it.

Both of these documents are available on the website

1. List of Providers
2. Guide to Mental Health Medi-Cal Services

Things That must be Available in Your Lobby/Office

1. Complaint Poster (must be posted)
2. Behavioral Health Plan Member Handbook (maroon pamphlet)
 - a. Available in 8 languages:
 - English
 - Spanish
 - Chinese
 - Farsi
 - Korean
 - Vietnamese
 - Laotian
 - Cambodian
3. Consumer Complaint Record (form) with envelopes

The California Department of Mental Health requires all Alameda County Providers and members of our Behavioral Health Plan to have informing materials easily accessible to all Alameda County clients. The Department of Mental Health requires all of our affiliate agencies to have our materials in all available languages, even though some agencies may not currently serve clients who speak those languages. This sample packet includes all the materials that are required.

If you need to replenish your supply of these items, please contact the BHCS Quality Assurance Office Informing Materials Desk at 510.567.8233 or email: gainformingmaterials@acbhcs.org. You may also find some materials on the Providers Website at www.acbhcs.org/providers.