MEMORANDUM

Date: **May 20, 2005**

To: **ALL ALAMEDA COUNTY BEHAVIORAL HEALTH CARE SERVICES PROVIDERS**

cc: **Barbara Majak, RN, MPH; Peter Alevizos, PhD, MBA; Carolyn Novosel, LCSW**

From: **Damon Bennett, LCSW, Quality Assurance Associate**

Re: **Distribution of ACBHCS's Member Handbook and Provider Lists**

Pursuant to the **Federal Code of Regulations Title 42** and California State Department of Mental Health requirements, ACBHCS has implemented the policy, *"Distribution of ACBHCS's Member Handbook and Provider Lists. "*

Although you may have previously received a copy of the policy, we have enclosed an additional copy for your convenience. For organizational providers, we recommend that you maintain a copy of the policy in the "Miscellaneous Section" of the **Quality Assurance Manual.** For independent practitioners, we recommend that you maintain a copy of the policy in your **Provider Handbook.**

In order to implement this policy, we have enclosed a copy of the ACBHCS Member Handbook (English), ACBHCS Provider List and ACBHCS Member Handbook Poster.

The policy states:

> "An ACBHCS Member Handbook, along with its provider list, will be provided to all beneficiaries **when the first specialty mental health service is rendered and upon request to the agency rendering the service."**

Since the CA State DMH will be providing the materials to existing beneficiaries via mail, **it is not necessary to provide these materials to beneficiaries presently enrolled in services** unless it is requested.

To obtain additional copies of the Member Handbook in English and other languages, visit the web **at http://www.pcginfo.com/dmh.htm** or **http://www.bhcs.co.alameda.ca.us.** If you are not able to make copies from the internet, please contact the Consumer Assistance Office at 510-567-8100.

If you have questions or need additional information, please contact the Quality Assurance Office at **bennettda@bhcs.mail.co.alameda.ca.us** or 510-567-8114.