Informing Materials List



This is a list for Alameda County Behavioral Health (ACBH) 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]](https://www.acbhcs.org/providers/QA/General/informing.htm#section1)

1. **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](http://www.acbhcs.org/providers/QA/docs/qa_manual/10-3A%20INFORMING%20MATERIALS%20PACKET-ENGLISH.doc) (available in  [Arabic](https://www.acbhcs.org/providers/QA/docs/qa_manual/10-3A%20INFORMING_MATERIALS_PACKET-ARABIC.pdf), [Chinese Traditional](http://www.acbhcs.org/providers/QA/docs/qa_manual/10-3B%20INFORMING%20MATERIALS%20PACKER-%20TRADITIONAL%20CHINESE.doc), [Farsi](http://www.acbhcs.org/providers/QA/docs/qa_manual/10-3C%20INFORMING%20MATERIALS%20PACKET-FARSI.doc), [Spanish](http://www.acbhcs.org/providers/QA/docs/qa_manual/10-3D%20INFORMING%20MATERIALS%20PACKET-%20SPANISH.docx), [Vietnamese](http://www.acbhcs.org/providers/QA/docs/qa_manual/10-3E%20INFORMING%20MATERIALS%20PACKET-%20VIETNAMESE.docx), [Chinese Simplified](http://www.acbhcs.org/providers/QA/docs/qa_manual/10-3F%20INFORMING%20MATERIALS%20PACKET-%20SIMPLIFIED%20CHINESE.doc), [Korean](http://www.acbhcs.org/providers/QA/docs/qa_manual/10-3G%20INFORMING%20MATERIALS%20PACKET-%20KOREAN.doc) & [Tagalog](http://www.acbhcs.org/providers/QA/docs/qa_manual/10-3H%20INFORMING%20MATERIALS%20PACKET-%20TAGALOG.doc)).  
      This packet must be offered to Medi-Cal beneficiaries at intake, annually thereafter, and upon request.  
      The packet contains:
      1. Consent for Services
      2. Freedom of Choice
      3. Explanation of the three (3) items noted in B. & C. (below): Provider Referral List, Guide to Medi-Cal Mental Health Services & BHP Member Handbook
      4. Confidentiality & Privacy statement (Duty to Report)
      5. Advance Directive Information
      6. Beneficiary Problem Resolution Information
      7. Maintaining a Welcoming & Safe Place (not a required informing material)
      8. Notice of Privacy Practices (HIPAA/HITECH)
   2. Written Policy regarding Confidentiality of Records (provider policy)
   3. Releases of Information, as necessary (provider form)
2. **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. Providers are not required to maintain a supply of these documents onsite, however, this notice, [“Copies available upon request,”](https://www.acbhcs.org/providers/QA/General/IM_Copies_available_phrase_5_threshold_languages.pdf) shall can be posted for beneficiaries in a visible and accessible area of the office or lobby.

1. [Provider Directory](http://www.acbhcs.org/provider-directory/)[[2]](https://www.acbhcs.org/providers/QA/General/informing.htm#section2) of all Alameda County Behavioral Health services (in English and all threshold languages).
2. For Mental Health Providers: [Guide to Medi-Cal Mental Health Services - available in English](http://www.acbhcs.org/ResourceDir/guide/guide_english.pdf), [Spanish](http://www.acbhcs.org/ResourceDir/guide/guide_spanish.pdf), [Arabic](http://www.acbhcs.org/ResourceDir/guide/Guide-to-Medi-Cal%20Mental-Health-Services-Arabic.pdf), [Chinese Traditional](http://www.acbhcs.org/ResourceDir/guide/guide_chinese.pdf), [Farsi](http://www.acbhcs.org/ResourceDir/guide/guide_farsi.pdf), [Chinese Simplified](http://www.acbhcs.org/ResourceDir/guide/Guide_Chinese_Simplified.pdf),  [Vietnamese](http://www.acbhcs.org/ResourceDir/guide/guide_vietnamese.pdf), [Korean](http://www.acbhcs.org/ResourceDir/guide/guide_Korean.pdf) and [Tagalog](http://www.acbhcs.org/ResourceDir/guide/guide_Tagalog.pdf).   
   An audio CD upon [request](mailto:qaim@acgov.org?subject=Informing%20Materials%20Request); Audio formats are also available on ACBH’s public webpage: [Beneficiary Handbook – Alameda County Behavioral Health (acbhcs.org)](https://www.acbhcs.org/beneficiary-handbook/)
3. For Substance Use Disorder Providers: [Guide to Drug Medi-Cal Services - available in English](http://www.acbhcs.org/Providers/News/2020/DMC_ODS_Member_Handbook_FINAL%20v.4.2020.pdf), [Spanish](http://www.acbhcs.org/Providers/QA/General/DMC_ODS_Member_Handbook_October_2018_SP.pdf), [Arabic](http://www.acbhcs.org/Providers/QA/General/Guide-to-Drug-Medi-Cal-Services-Arabic.pdf), [Chinese Traditional](http://www.acbhcs.org/Providers/QA/General/DMC_ODS_Member_Handbook_October_2018_Trad.CH.pdf), [Farsi](http://www.acbhcs.org/Providers/QA/General/DMC_ODS_Member_Handbook_October_2018_FARSI.pdf), [Chinese Simplified](http://www.acbhcs.org/Providers/QA/General/DMC_ODS_Member_Handbook_October_2018_Simp.CH.pdf), [Vietnamese](http://www.acbhcs.org/Providers/QA/General/DMC_ODS_Member_Handbook_October_2018_Viet.pdf), [Korean](http://www.acbhcs.org/Providers/QA/General/DMC_ODS_Member_Handbook_October_2018_Korean.pdf) and [Tagalog](http://www.acbhcs.org/Providers/QA/General/DMC_ODS_Member_Handbook_October_2018__TAGALOG_edit.docx.pdf).   
   An audio CD upon [request](mailto:qaim@acgov.org?subject=Informing%20Materials%20Request)

**NOTE:** As of January 23, 2023, ACBH is no longer requiring providers to have hard copies of the Provider Directory and the Guide to Medi-Cal Mental Health Services during on-site visits. ACBH now requires providers to have the capability to electronically access these documents for beneficiaries and ACBH staff, upon request. For more information on this change, please see [Site Certification Provider Memo RE: Onsite Visit Expectation Change](https://www.acbhcs.org/providers/QA/memos/2023/2023-07_Site-Certification-Provider-Memo-Re-Onsite-Visit-Expectation-Change-2023.01.23.pdf).

1. **Documents that Must be Available in Your Lobby/Office**
   * 1. [Consumer & Family Grievance and Appeals Poster](http://www.acbhcs.org/providers/Forms/SUD/Grievance_Appeal_Poster.pdf)- email the BHCS Quality Assurance Informing materials desk at [QAIM@acgov.org](mailto:QAIM@acgov.org) , or call (510) 567-8233 to request copies.
   1. Consumer & Family Grievance/Appeal Forms available in [English](https://www.acbhcs.org/providers/QA/docs/QA_Manual/10-4A_CONSUMER_FAMILY_GRIEV_FORMS_ENGLISH.pdf), [Spanish](https://www.acbhcs.org/providers/QA/docs/QA_Manual/10-4C_CONSUMER_FAMILY_GRIEV_FORMS_SPANISH.pdf), [Arabic](https://www.acbhcs.org/providers/QA/docs/QA_Manual/10-4J-CONSUMER-FAMILY-GRIEV-FORMS-Arabic.pdf), [Simplified Chinese](https://www.acbhcs.org/providers/QA/docs/QA_Manual/10-4D_CONSUMER_FAMILY_GRIEV_FORMS_SIMPL_CHINESE.pdf), [Chinese Traditional](https://www.acbhcs.org/providers/QA/docs/QA_Manual/10-4E_CONSUMER_FAMILY_GRIEV_FORMS_TRAD_CHINESE.pdf), [Farsi](https://www.acbhcs.org/providers/QA/docs/QA_Manual/10-4B_CONSUMER_FAMILY_GRIEV_FORMS_FARSI.pdf), [Korean](https://www.acbhcs.org/providers/QA/docs/QA_Manual/10-4H_CONSUMER_AND_FAMILY_GRIEVANCE_FORMS_KOREAN.pdf), [Vietnamese](https://www.acbhcs.org/providers/QA/docs/QA_Manual/10-4F_CONSUMER_FAMILY_GRIEV_FORMS_VIETNAMESE.pdf), and [Tagalog](https://www.acbhcs.org/providers/QA/docs/QA_Manual/10-4G_CONSUMER_AND_FAMILY_GRIEVANCE_FORMS_TAGALOG.pdf) with return envelopes addressed to ACBH.
   2. Consumer & Family Grievance/Appeal Forms available in [English](https://www.acbhcs.org/providers/QA/docs/QA_Manual/10-4A_CONSUMER_FAMILY_GRIEV_FORMS_ENGLISH.pdf), [Spanish](https://www.acbhcs.org/providers/QA/docs/QA_Manual/10-4C_CONSUMER_FAMILY_GRIEV_FORMS_SPANISH.pdf), [Arabic](https://www.acbhcs.org/providers/QA/docs/QA_Manual/10-4J-CONSUMER-FAMILY-GRIEV-FORMS-Arabic.pdf), [Simplified Chinese](https://www.acbhcs.org/providers/QA/docs/QA_Manual/10-4D_CONSUMER_FAMILY_GRIEV_FORMS_SIMPL_CHINESE.pdf), [Chinese Traditional](https://www.acbhcs.org/providers/QA/docs/QA_Manual/10-4E_CONSUMER_FAMILY_GRIEV_FORMS_TRAD_CHINESE.pdf), [Farsi](https://www.acbhcs.org/providers/QA/docs/QA_Manual/10-4B_CONSUMER_FAMILY_GRIEV_FORMS_FARSI.pdf), [Korean](https://www.acbhcs.org/providers/QA/docs/QA_Manual/10-4H_CONSUMER_AND_FAMILY_GRIEVANCE_FORMS_KOREAN.pdf), [Vietnamese](https://www.acbhcs.org/providers/QA/docs/QA_Manual/10-4F_CONSUMER_FAMILY_GRIEV_FORMS_VIETNAMESE.pdf), and [Tagalog](https://www.acbhcs.org/providers/QA/docs/QA_Manual/10-4G_CONSUMER_AND_FAMILY_GRIEVANCE_FORMS_TAGALOG.pdf) with envelopes addressed to BHCS.   
      Audio file are available on ACBH’s public webpage: [Beneficiary Handbook – Alameda County Behavioral Health (acbhcs.org)](https://www.acbhcs.org/beneficiary-handbook/)

**Footnotes**  
[1] [CCR, Title 9, Section 1810.360 (b) (3), (d) and (e)](https://www.law.cornell.edu/regulations/california/Cal-Code-Regs-Tit-9-SS-1810-360) and [Cal. Code Regs. Tit. 9, § 1850.205 - General Provisions](https://www.law.cornell.edu/regulations/california/9-CCR-1850.205)

[2]  Please [click here](https://www.acbhcs.org/providers/QA/docs/2022/how-to-print-acbh-prov-directory-2022.09.16.pdf) for instructions on how to print the ACBH Provider Directory.