

Memo

Date: January 24, 2025

To: Alameda County Behavioral Health Department (ACBHD) Specialty Mental Health Services (SMHS) and Drug Medi-Cal Organized Delivery System (DMC-ODS) Providers

From: Torfeh Rejali, Division Director, Quality Assurance (QA) *Torfeh Rejali*
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Subject: Policy Updates Quarterly Memo- Q4 2024

The purpose of this memo is to inform our provider network on a quarterly basis of new¹ ACBHD policies and procedures (P&Ps) and/or P&Ps that were revised within the past quarter.

Background

ACBHD's [Development, Approval, Dissemination, and Revision of ACBHD Policies and Procedures](#) ("Policy on Policies") clarifies procedures on how to initiate, develop, and revise P&Ps, ensures that P&Ps are written in a standard format, and that new and revised P&Ps are made accessible to contractors, employees, and community members.

ACBHD's P&Ps are accessible in the [ACBHD P&P Manual](#) on the ACBHD providers website.

Policy Updates

The following are new P&Ps and/or P&Ps that were revised within the past quarter:

P&P Name	Policy Number	New or Revised
Consumer Grievance and Appeal System	300-1-1	Revised

Next Steps

Please communicate this information to others within your organization, as appropriate.

Support

Providers are invited to join monthly QA Brown Bag meetings where this and other relevant information is discussed. Meeting details and links can be found on the [QA Training page](#).

For questions, please contact QATA@acgov.org.

¹ New policies may not be fully executed at the time they are published (i.e., infrastructure, etc.).