

Announcement

DATE: February 20, 2024

TO: Alameda County Behavioral Health (ACBH) Contracted Specialty Mental Health Services (SMHS) and Substance Use Disorder (SUD) Service Organizations

FROM: Torfeh Rejali, Quality Assurance (QA) Division Director *Torfeh Rejali*

SUBJECT: Updated Beneficiary Handbooks

The purpose of this memo is to announce the publication of updated Beneficiary Handbooks for both SMHS and Drug Medi-Cal Organized Delivery Systems (DMC-ODS).

Changes to Beneficiary Handbooks

Per requirements set forth by the Department of Health Care Services (DHCS), the Beneficiary Handbooks were revised to include and/or clarify specific information. Significant updates were made to the following sections:

- Transportation Services
- Access to Medical Records
- Scope of Services
- Non-Discrimination Notice

The Handbooks are available in English and all threshold languages and can be accessed at the following locations:

- ACBH Provider Website: [Informing Materials](#) page, Section B
- ACBH Public Website: [Beneficiary Handbook](#) – You may share this link with your clients

Action Required

Providers are required to use the updated Beneficiary Handbooks effective immediately. Please share this information within your organization to ensure updated Beneficiary Handbooks are in use.

Support

For support with the beneficiary handbooks and other informing materials, please contact QAim@acgov.org.

