

Memo

Date: February 6, 2025

To: Alameda County Behavioral Health Department (ACBHD) Specialty Mental Health Services (SMHS) and Substance Use Disorder (SUD) Service Organizations

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

Subject: NEW Integrated (SMHS and SUD) Member Handbook

The purpose of this memo is to announce the publication of a new Member Handbook to be used by both SMHS and Drug Medi-Cal Organized Delivery Systems (DMC-ODS).

Background

On December 3, 2024, ACBHD published [memo 2024-47](#) notifying providers of upcoming changes to the Member Handbook (formally called the Beneficiary Handbook) and the requirement to notify members of the changes using the [Consumer Notice](#) that was provided.

New Integrated Member Handbook

Per requirements set forth by the Department of Health Care Services (DHCS), the Member Handbook has been revised to include membership information for both the DMC-ODS and SMHS systems of care. The new Integrated Handbook also includes a revised Language Tagline and Nondiscrimination Notice, as well as information on services for Justice-Involved Youth.

The Handbook is available in English, and ACBHD's threshold languages and can be accessed at the following locations:

- ACBH Provider Website: [Informing Materials](#) page, Section B
- ACBH Public Website: [Member Handbook](#) – You may share this web address with your clients: <https://www.acbhcs.org/beneficiary-handbook/>

Action Required

Providers are required to use the Intergrated Handbook effective immediately. Please share this information within your organization to ensure the Intergrated Handbook is available upon request and offered upon initiation of new services.

Support

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