

MEMORANDUM

Date: March 12, 2025

To: SUD and MH Contracted Providers; County Clinic and Programs

From: Quality Assurance Office

Subject: Technical Assistance for Quality Assurance Activities

Effectively Wednesday, March 12, 2025, all providers will obtain Technical Assistance by way of a single access point: qata@acgov.org

With this simplified process, your email will be filtered to and responded by the appropriate Quality Assurance (QA) staff within two (2) business days.

Technical Assistance is available to all providers (County, Community-Based Organizations, Network, MH and SUD Providers). CBOs as well as County Clinics and Programs shall designate one staff person to communicate through this access point. This person should primarily be responsible for your internal Quality Assurance activities.

For general questions, you may call QA's main phone line at 510-567-8105 or visit the ACBHD QA Website: [BHCS Providers Website](#).