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Director

- MEMORANDUM -

Date: April 21, 2025

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

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

Subject: TIPS Sheets: Interpretation Services; Interactive Complexity

The purpose of this memo is to notify providers that in partnership with the Behavioral Health Collaborative, two new TIPS (Treatment, Interventions, Protocols and Suggestions) reference guides have been published. TIPS are used to clarify processes and/or regulations that can be confusing or complicated.

Published TIPS

The following TIPS have been created and are published in Section 20 of the [QA Manual page](#) on the ACBHD Provider website.

- [Interactive Complexity](#)
- [Interpretation Services](#)

Disclaimer

TIPS sheets complement, but do not replace, provider-specific policies. Staff must comply with evolving standards, laws and organizational requirements. Guidance may change to reflect regulatory and contractual updates.

Providers are encouraged to continue to utilize the myriad of other resources that are available on the [QA Manual](#) and QA [Training pages](#) of the ACBHD Provider website for information.

Next Steps

Please share this information with others at your agency, as appropriate.

Support

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

For questions, please contact QATA@acgov.org.