

Memo

Date: September 4, 2026

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

From: Torfeh Rejali, Division Director, Quality Assurance *Torfeh Rejali*

Subject: ACCESS Integration and Changes to Timeliness Tracking Template

This memo is to inform providers of changes to ACCESS effective October 1, 2026, and their impact on referrals to substance use disorder (SUD) service providers and Clinician's Gateway Timeliness Tracking templates.

What is Changing

Effective October 1, 2026, ACCESS will begin managing requests for both mental health and SUD services. With this change, they will also have a new title: **First Step: Behavioral Health Connection, Screening, and Referral**.

Cherry Hill and Collaborative Court will continue to function as additional portals for screening and referral to SUD services. Center Point will have a dual role. They will conduct all screening and referrals for individuals incarcerated at Santa Rita Jail and provide Close the Loop support to members who are referred to SUD services by First Step.

Providers will be notified of new referrals to their programs via Referral Letters from First Step and will be asked to reach out to the member to offer an Intake appointment and begin services. This change requires slight modifications to the timeliness tracking process for providers.

To support providers in better understanding this change and to review the new Timeliness Tracking templates and requirements, two training sessions are being offered by ACBHD. Providers need to only attend one of the training sessions as the content for the sessions will be the same. Additionally, the recorded training and presentation deck will be posted on the QA Training page following the training.

First Step Workflows for SUD Service Requests and Changes to Timeliness Tracking

Date and Time: Tuesday September 22, 3:00-4:00

Registration Link: <https://attendee.gotowebinar.com/register/2666387623463705942>

First Step Workflows for SUD Service Requests and Changes to Timeliness Tracking

Date and Time: Friday September 25, 11:00-12:00

Registration Link: <https://attendee.gotowebinar.com/register/7374854854391225439>

Action Required

Please share this information with your teams as appropriate and register for one of the training sessions noted above. For questions, please contact QATA@acgov.org.