

Date: February 20, 2026

From: Torfeh Rejali, LMFT, Quality Assurance Division Director

Email to: Mental Health Brown Bag Attendees

Re: [Memo 2026-07](#)

Hello. I understand that there was some confusion regarding the recent memo titled “Updates to Informing Materials, Member Handbook and Notice of Privacy Practices” during the most recent Mental Health Brown Bag meeting. In particular, clarification may be needed regarding signature requirements. Hoping that the following will provide some clarity regarding these requirements:

For Existing Clients

- Review the updated *Integrated Member Handbook* and *Notice of Privacy Practices* with the member and offer a paper copy.
- Ask the member to sign the signature page of the [NPP Summary](#). If a member declines to sign the form, note in the member’s record that the NPP was offered and reviewed, and the member declined to sign the form.

For New Clients

- Ask the member to sign the [Acknowledgement of Receipt](#) form. This form allows members to acknowledge receipt of the informing materials, which includes the *Member Handbook* and embedded *Notice of Privacy Practices*.

These documents can be accessed in all threshold languages on the [QA Informing Materials](#) page.

Also, an error was identified on the *Notice of Privacy Practices* document (pages 6 and 18 were swapped) and is being corrected. You will be notified when corrected documents are posted. This does not change any of the guidance noted above.

Please contact QATA@acgov.org if you have any questions.

Thank you.

Torfeh Rejali