

Memo

Date: March 3, 2026

To: All Alameda County Behavioral Health Department (ACBHD) Contracted Organizational Providers and Mental Health Individual Providers (MHIPs)

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

Subject: New Acknowledgment of Receipt and Consent to Service Form AND New Telehealth Training

The purpose of this memo is to notify providers of the publication of a new *Acknowledgement of Receipt and Consent to Service* signature page to be used immediately with new members. Additionally, the availability of a new, recorded *Telehealth Training*.

Background

Medi-Cal requires that members are provided with specific Informing Materials at intake, when there is a substantial change to the content and upon request. To demonstrate that the materials were reviewed and offered to them and confirm their consent to receiving voluntary behavioral health services, members must be asked to sign the ACBHD *Acknowledge of Receipt form*.

New Acknowledgement of Receipt and Consent to Services Form

Department of Health Care Services (DHCS) recently completed an audit of ACBHD records, focusing on provider compliance with Telehealth Consent requirements. Of the charts audited, only a few met all the telehealth consent requirements. Others included one or more of the following deficiencies:

- Missing evidence of telehealth consent
- Telehealth consent was obtained after delivery of telehealth services
- Some required elements of telehealth consent were not documented

To support compliance with the DHCS Telehealth Consent requirements, ACBHD revised the *Acknowledgement of Receipt* signature page to include a section for this consent. The section includes the required telehealth consent language. Members who opt into receiving telehealth services can check the box on the form to indicate their consent, while also consenting to receiving voluntary behavioral health services and confirming review of the Informing Materials. The form is available on the Provider Website/[QA Informing Materials](#) page, in section A-6, in all threshold languages.

Please note that telehealth services need not be ongoing to require a member's consent. Except in clinical emergencies, all phone/video contacts with members where a service is provided, even if they occur infrequently or occasionally via telehealth, require a signed telehealth consent prior to rendering that service.

Providers may add their logo or additional content to the *Acknowledgement of Receipt and Consent to Services* signature page but may not remove or alter any of the information on the form.

Telehealth Consent Training

A new, recorded Telehealth Training is available on the [QA Training](#) page. The training is approximately 30 minutes and covers the basics of Medi-Cal telehealth delivery including the different ways it can be delivered, how it integrates with in-person services, and how to document and claim for Medi-Cal telehealth services.

Providers are strongly encouraged to take advantage of this self-paced training opportunity.

Actions Required

Starting immediately, please use the new *Acknowledgement of Receipt and Consent to Services* form with new members and save a copy of the signed form in the member's clinical record.

Support

This and other relevant information will be discussed in the next monthly Mental Health and Substance Use Disorder Brown Bag meetings. Links to both meetings are available on the [QA Training](#) page. Providers are encouraged to attend.

For questions regarding this memo and general technical assistance, please email qaoffice@acgov.org.