

Memo

Date: March 2, 2026

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

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

Subject: New Links to *Notice of Privacy Practices* Documents

The purpose of this memo is to notify providers that the links to the *Notice of Privacy Practices* and *Notice of Privacy Practices Summary* on the [QA Informing Materials](#) page have been updated.

Background

On February 11, 2026, ACBHD issued Memo 2026-07 titled *Updates to Informing Materials, Member Handbook and Notice of Privacy Practices*. This memo informed providers of the availability of updated *Integrated Member Handbook* and *Notice of Privacy Practices* documents and the requirements for notifying clients and obtaining their signatures.

New links on the QA Informing Materials Provider Website

ACBHD was notified that although some providers had no issues accessing the *Notice of Privacy Practices* and *Notice of Privacy Practices Summary* documents on the QA Informing Materials page, others were unable to access them or noticed formatting issues when using the links that were provided.

The QA Informing Materials page has been updated with new links to these two documents in all threshold languages. These are posted in section 5 of the QA Informing Materials page.

5. Notice of Privacy Practices (NPP) and NPP Summary- Effective 2/16/26

- The agencywide NPP has been updated to reflect the most recent regulatory changes.
- All staff who interact with members must review the NPP and the NPP Summary as well as the [NPP training](#) titled "AC Health: Under when and how to provide the NPP and Summary and how to answer member questions. Evidence of training completion should be requested.
- The Notice of Privacy Practices is embedded in the *Integrated Member Handbook*. Standalone copies of the full NPP and NPP Summary:
 - Notice of Privacy Practices : [English](#), [Spanish](#), [Arabic](#), [Mandarin](#), [Cantonese](#), [Farsi](#), [Korean](#), [Vietnamese](#), and [Tagalog](#)
 - Notice of Privacy Practices Summary: [English](#), [Spanish](#), [Arabic](#), [Mandarin](#), [Cantonese](#), [Farsi](#), [Korean](#), [Vietnamese](#), and [Tagalog](#)
- If standalone copies are requested, members may choose to receive them in print or electronically.
- For questions related to the NPP, please email: ACHealth.Compliance@acgov.org

Actions Required: Please review Memo 2026-07 for details of how these documents should be utilized and what signatures are required.

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