



## **Memo**

**Date:** January 7, 2026

**To:** All Alameda County Behavioral Health Department (ACBHD) Contracted Providers

**From:** Tiffany Murphy, Administrative Specialist II, Quality Assurance

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

**Subject:** New Consumer Notice Regarding Upcoming Revised Integrated Member Handbook

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## **Purpose**

This memo notifies providers of a new Consumer Notice that must be posted in the office and informs members of upcoming changes to the Integrated Member Handbook.

## **Background**

The Department of Health Care Services (DHCS) issued a Behavioral Health Information Notice (BHIN) [25-042](#) instructing behavioral health plans to make specific updates to the Integrated Member Handbook and disseminate the Handbook to members by February 1, 2026. Additionally, plans are required to provide members with a notice of significant change to the handbook at least 30 days prior to the effective date of the changes.

## **New Consumer Notice**

ACBHD mailed a Consumer Notice, dated January 1, 2026, to members who are currently receiving services. The Consumer Notice included information about new services that will be offered through ACBHD as well as a new *Notice of Availability of Language Assistance Services and Auxiliary Aids and Services*, and a *Non-Discrimination Notice*.

Members may also view a copy of the notice on the ACBHD public website in all threshold languages: <https://www.acbhcs.org/beneficiary-handbook/>

## **Action Required**

All ACBHD employees, contractors, and subcontractors rendering services are **required to post the Consumer Notice in a visible location in their office(s)**. Additionally, if a copy of the notice is requested by a member, the notice as well as the following required enclosures must be provided to the member: 1) *Notice of Availability of Language Assistance Services and Auxiliary Aids and Services*, 2) *Non-Discrimination Notice*.

You may download the Consumer Notice and the appropriate enclosures from the [QA's Informing Materials page](#). You can find the documents under #3 in the section titled "Documents that must be visible and accessible in the provider's lobby or office".

## **Support**

For questions, please email [qaoffice@acgov.org](mailto:qaoffice@acgov.org).