

Memo

Date: July 1, 2026

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

From: Torfeh Rejali, Division Director, Quality Assurance (QA) *Torfeh Rejali*
Gina Battaglia, Supervising Program Specialist, QA *Gina Battaglia*

Subject: Policy Updates Quarterly Memo – Q2 2026

The purpose of this memo is to inform our provider network on a quarterly basis of new¹ ACBHD policies and procedures (P&Ps) and/or P&Ps that were revised within the past quarter.

Background

ACBHD’s [Development, Approval, Dissemination, and Revision of ACBHD Policies and Procedures](#) (“Policy on Policies”) clarifies procedures on how to initiate, develop, and revise P&Ps, ensures that P&Ps are written in a standard format, and that new and revised P&Ps are made accessible to contractors, employees, and community members.

ACBHD’s P&Ps are accessible in the [ACBHD P&P Manual](#) on the ACBHD providers website.

Policy Updates

The following are new and/or revised P&Ps that were published within the past quarter:

P&P Name	P&P Number	New or Revised
Audit of Clinical Records for Services Funded by Medi-Cal and Other Sources	1603-2-1	Revised
Mental Health Referral Process for Alameda County Children and Youth (ACL 24-35)	403-11-1	New
Reporting Disorders Characterized by Lapses of Consciousness	503-1-2	Revised
Member Rights	300-4-1	Revised
Adult and Older Adult System of Care Coordination Medi-Cal Specialty Mental Health Services	100-2-5	Revised
Effective Communication, Including Alternative Formats, for Individuals with Disabilities	300-7	New

¹ New policies may not be fully executed at the time they are published (i.e., infrastructure, etc.).

Mental Health Program Approval of Short-Term Residential Therapeutic Program (STRTP)	403-11-2	New
--	----------	-----

Next Steps

Please communicate this information to others within your organization, as appropriate.

Support

Providers are invited to join monthly QA Brown Bag meetings where this and other relevant information is discussed. Meeting details and links can be found on the [QA Training page](#).

For questions, please contact QATA@acgov.org.