




Memorandum

Date: June 12, 2026
To: Alameda County Behavioral Health Department (ACBHD) Specialty Mental Health Services (SMHS) Providers
From: Karen Capece, Quality Management Program Director 
Subject: **UPDATE: DHCS Timely Access Data Collection for Initial Service Requests**

The purpose of this memorandum is to inform SMHS providers of the new Department of Health Care Services (DHCS) requirement to collect timely access data for all Initial (new) service requests.

Background

The Mental Health Plan (MHP)/SMHS is subject to federal network adequacy certification requirements and standards, which include timely access to services.

Currently providers are required to capture timely access data only for new clients. [BHIN 26-015](#) changed the requirements to include timely access data collection for all initial (new) service requests. These are defined as requests for services that a member is not currently receiving.

ACBHD SMHS Service Type/Categorization

In collaboration with other counties and ACBHD Clinical System of Care leadership, the services below are those requiring timely access data:

- **Psychiatry**
- **Non-Psychiatry:**¹
 - Mental Health Services
 - Crisis Intervention Services
 - Targeted Case Management
- **Service Team** (i.e. Intensive Case Management (FSP-ICM) , County Clinics) **Psychiatry**
- **Service Team Non-Psychiatry**
- **Day Treatment:**

¹ Timeliness data is only required for the initial (new) service request within an agency/program. For example, if the initial service request for non-psychiatry is Crisis Intervention and the client is then referred to Targeted Case Management, timeliness data is only required for Crisis Intervention. This is also true for DTI and DR under Day Treatment services.

- Day Treatment Intensive (DTI)
- Day Rehabilitation (DR)
- ***Therapeutic Behavioral Services (TBS)***
- ***ACBHD Mobile Crisis Teams (MCT-MET)***

ACBHD SMHS Timely Access Data Collection

Timely access data for Initial (new) Service requests will be required beginning with **requests on July 1, 2026 and forward**. [MH Timely Access Reporting Tool](#) will continue to be utilized for data collection. Monthly email alerts of required timeliness data will continue to be sent to your designated staff and will require timeliness data for Initial (new) Service Requests beginning with the August 2026 report.

Actions Required

Please communicate this information within your organization and to your program staff.

Additionally, review and update your internal procedures to collect timely access data elements (e.g. first service/follow up offered appointments) for **all new service requests on July 1, 2026 and forward**.

Questions/Support

If you have questions about this memo, please contact QATA@acgov.org.