

Memo

Date: October 9, 2025

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*
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Subject: Policy Updates Quarterly Memo – Q3 2025

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
Consumer Grievance and Appeal Procedure Manual (Note: Only this Appendix was revised. The Consumer Grievance and Appeal System policy remains unchanged from 6/24/25.)	300-1-1	Revised
Naloxone Distribution Program (NDP)	150-1-5	Revised
Clinical Psychiatric Pharmacist Scope of Practice for Medication Therapy Management	501-1-1	Revised
Obtaining Authorization for Prescribing Psychotropic Medication to Youth in Out of Home Placement Under the Protection of the Juvenile Court	403-2-1	Revised
Client Right to Request Amendment of Health Records	300-3-1	Revised

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

Notices of Adverse Benefit Determination for Medi-Cal Beneficiaries (Note: A typo was corrected only. Content was unchanged.)	300-1-2	Revised
Timely Access to Service Standards, and Tracking and Monitoring Requirements	100-2-3	New
Community Altruist Compensation Policy	408-1-1	New
Community Based Organization Program Closures	1702-2	New
Telehealth Policy	100-2-7	Revised

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.