

Memo

Date: August 25, 2025

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

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

Subject: Substance Use Disorder (SUD) Timeliness Tracking Templates -UPDATE

This memo is to inform providers of the launch of the new SUD Timeliness Tracking templates on Tuesday August 26, 2025.

Background

ACBHD recently updated the Timeliness Tracking templates in Clinician's Gateway (CG) to comply with the Department of Health Care Services (DHCS) [BHIN 24-020](#). Providers were notified (see [memo 2025-18](#)) and required training was offered in preparation for expected launch of the new templates on August 1, 2025.

While completing additional testing, the team identified some system bugs that needed to be corrected, resulting in postponement of the launch.

New Launch Date for SUD Timeliness Tracking Templates in CG

The SUD Timeliness Tracking Templates will be available in CG effective Tuesday August 26, 2025. These include the *Screening ALOC - Portals* (aka Portal Screener) and *Timeliness Tracking*.

Training

If you have not completed the required training or need a refresher, please visit the [QA Training](#) page and review the material in the section titled "Substance Use Disorder Services Timeliness Tracking FY 2025/2026".

Data Integrity

It is important that the data entered into the timeliness templates be correct or it cannot be used for timeliness reporting. For example, a follow up appointment date cannot be sooner than the Intake date. When entering dates and information, please verify that the information is entered correctly.

ACBHD Information Services team will continue to build data validation logic to minimize errors, but we need your help to ensure that the data is clean and useable.

Action Required

Please share this information with your teams as appropriate and begin using the new timeliness templates as soon as they become available.

For questions, please contact QATA@acgov.org.