

Memo

Date: October 10, 2025

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

From: Torfeh Rejali, LMFT, Division Director, Quality Assurance (QA) *Torfeh Rejali*

Subject: New Resource: *ACBHD Timely Access Data Collection Requirements and Definitions*

This memo is to inform providers of the publication of a new reference document that describes the timely access requirements for SMHS and DMC-ODS services.

Background

Per [BHIN 25-013 2025 Network Certification Requirements](#), Behavioral Health Plans must demonstrate compliance with the State's standards for access to services, including network adequacy and timely access standards.

Resources

ACBHD has developed multiple resources to assist providers in understanding and complying with the timely access requirements, including several recorded training modules that are posted on the [QA Training](#) page on the Provider website.

A new resource titled [ACBHD Timely Access Data Collection Requirements and Definitions](#) was recently published in section 5 of the [QA Manual](#). This new resource replaces the *Timeliness Access Data Collection Definitions FY25-26* document and is a more comprehensive reference, including not only the timely access data collection definitions, but information related to scope, specific data collection requirements and scenarios related to timely access data collection.

Action Required

Please share this resource with your teams, as appropriate.

Support

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

For questions, please contact QATA@acgov.org.