

Memo

Date: September 10, 2025

To: All Alameda County Behavioral Health Department (ACBHD) Contracted Providers

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

Subject: Updated Member Materials and Consumer Notice

The purpose of this memo is to notify providers of new and revised member materials and the requirement to provide notice to members.

Background

As Behavioral Health Information Notices (BHINs) are published by the Department of Health Care Services (DHCS), they sometimes require that updates be made to existing member materials. When significant changes are made to the Member Handbook, DHCS requires that members are provided with a Consumer Notice within 30 days of the change.

Updated Member Documents

In accordance with recent DHCS changes, the ACBHD Quality Assurance Division is in the process of, or has updated, the following member documents:

- **Member Handbook:** The Handbook is being updated to include information about the following two services: [Traditional Health Care Practice Services](#) and [Enhanced Community Health Worker \(CHW\) Services](#). Providers will be notified once the updated Handbooks are available.
- **NOABD Templates:** In accordance with DHCS [BHIN 25-014](#), all NOABD Templates and enclosures have been revised.
- **Grievance and Appeal Poster and Documents:** To comply with DHCS [BHIN 25-014](#), the Grievance and Appeal poster and Grievance and Appeal Process documents have been revised.
- **Language Assistance Poster:** To comply with DHCS [BHIN 24-007](#), ACBHD has revised the Language Assistance Poster to add additional language and new branding.

Consumer Notice

Per DHCS, a Consumer Notice must be mailed to members within 30 days of any significant changes to the Member Handbook and providers must post the notice and offer the information to members, when requested.

ACBHD has been created a Consumer Notice and mailed the notice to members who are currently receiving services.

Action Required:

- Post the [Consumer Notice](#) in the lobby or other visible area of your office. The notice is available in all threshold languages and can be found on the [Informing Materials page](#) of the Provider website in the *Notice of Significant Changes* section.
- When a member requests a copy of the notice, provide the Consumer Notice as well as *Attachment A. Notice of Availability Language Tag Lines* and *Attachment C. Beneficiary Non-Discrimination Notice* from the [NOABD Beneficiary Enclosures](#) document. These documents are available in all threshold languages on the [Grievance and Appeals page](#) of the Provider website.
- Begin using the new NOABD templates and enclosures located on the [Grievance and Appeals page](#). Please note that the footer on these templates reflects a revision date of March 2025, which is when they were finalized by DHCS.
- Download the documents in the *Grievance and Appeal Process and Forms* section of the [Informing Materials page](#) and make them available in your lobby or office.
- Order the [Grievance and Appeal Poster](#) and the [Language Assistance Poster](#) using this [form](#) and post it in a visible area in your lobby or office. Allow 7-14 business days for processing and delivery.

For questions, please email qaoffice@acgov.org.