

**- MEMORANDUM -**

DATE: April 18, 2022  
TO: Alameda County Behavioral Health (ACBH) providers  
FROM: Torfeh Rejali, Quality Assurance (QA) Administrator *Torfeh Rejali*  
SUBJECT: **Frequently Asked Questions (FAQ) Documents**

This memorandum announces the addition of a new section in the Quality Assurance (QA) Manual on the ACBH provider website, titled Frequently Asked Questions (FAQ). The section is used to post clinical FAQs.

**Background:**

The ACBH [provider website](#) is a great resource for information, forms and updates. The QA Manual, housed in the Quality Assurance section of the website, is an especially useful resource for important information relevant to Medi-Cal documentation requirements.

**Frequently Asked Questions:**

Effective April 8, 2022, a new section was added to the [QA Manual](#) titled Frequently Asked Questions. FAQs relevant to Specialty Mental Health Services (SMHS) as well as Drug Medi-Cal services will be posted in this section. In addition to this change, the previously published general SMHS FAQ document was edited and reformatted with a new Table of Contents section to provide ease of use. The updates do not include any changes to existing process.

<b>19</b>		<b>Frequently Asked Questions (FAQ)</b>
	19-1	<a href="#">SMHSA Frequently Asked Questions - Posted 4/6/22</a>
	19-2	<a href="#">Cal-AIM Frequently Asked Questions- Posted 2/9/22</a>
	19-3	<a href="#">COVID FAQ- Posted 6/1/2020</a>

As more clinical FAQs are identified and/or developed, they will be added to this section of the website. All FAQs are working documents and are updated as information and/or guidance changes. We invite you to use these documents as a resource for your commonly asked questions.

For questions, please contact [QATA@acgov.org](mailto:QATA@acgov.org).

