



- MEMORANDUM -

DATE: January 20, 2023

TO: All Alameda County Behavioral Health Care Services (ACBH) Specialty Mental Health Services (SMHS) Providers

FROM: Gina Battaglia , Interim Supervising Program Specialist, Quality Assurance (QA);
Torfeh Rejali, QA Administrator 

SUBJECT: **Change in ACBH Medi-Cal Site Certification On-site Visit Requirements**

This memorandum announces a change to the ACBH on-site visit requirements for Medi-Cal site certification and recertification.

Background

Per CCR, Title 9, Section 1810.360 (b) (3) (e), the following documents must be offered to beneficiaries when they first receive a specialty mental health service AND upon request:

1. The Provider Directory in English and all threshold languages; and
2. The Guide to Medi-Cal Mental Health Services (also referred to as the “Guide” or the Beneficiary Handbook) in English and all threshold languages

Providers are not required to *maintain* current copies of these two documents on-site. Rather, providers can simply have a [notice](#) posted onsite, written in English and the threshold languages, that indicates, “Copies available upon request.” The notice must be posted for beneficiaries in a visible and accessible area of the office or lobby.

Historically, during the on-site visit portion of the Medi-Cal site certification/recertification process, ACBH has required that providers have hard copies of the ACBH SMHS Provider Directory and the Guide.

Change in ACBH On-site Visit Requirements for Medi-Cal Site Certification/Recertification

Effective immediately, the Department of Health Care Services (DHCS) has clarified that access to electronic versions of the Provider Directory and the Guide are sufficient during the on-site visit portion. Therefore, ACBH is *no longer requiring providers to have hard copies of the Provider Directory and the Guide during on-site visits*. To ensure providers remain in compliance with DHCS regulations and County policy and can print current versions of these documents for beneficiaries upon request, ACBH QA staff, during on-site visits, *will instead assess a provider’s capability to electronically access the ACBH SMHS Provider Directory and the Guide on their computer*.

Providers and/or Community Based Organizations (CBOs) providing services in a school setting should ensure that Informing Material documents are posted in the appropriate places and that they are able to provide hard copies, upon request.

What’s Not Changing



Providers are still required to post the Informing Materials documents in a visible and accessible area of the office or lobby for beneficiaries. ACBH QA staff will continue to monitor for compliance with this requirement during ACBH on-site visits. The Informing Materials documents that must be posted include the following:

- Consumer and Family [Grievance and Appeals Poster](#). Note: This poster should not be printed. To request a copy of the poster, email the ACBH QA informing materials desk at QAIM@acgov.org, or call (510) 567-8233.
- Consumer and Family [Grievance and Appeal Forms](#) in English and all threshold languages with self-addressed envelopes
- The [Beneficiary Handbook Consumer Notice](#)

Resources

The Provider Directory, the Guide, and the rest of the Informing Materials are posted in the [Informing Materials](#) section of the ACBH Providers website. For more information about the Medi-Cal site certification process, please review section 16 of the [ACBH QA Manual](#).

Next Steps

Please communicate these important changes to relevant staff within your organizations.

Support

The QA team continues to offer opportunities for quality improvement, including QA Technical Assistance, monthly SMHS Brown Bag meetings and related training opportunities throughout the year. Providers are encouraged to take advantage of these resources. We invite you to visit the ACBH Quality Assurance website for resources and informational memos at [BHCS Providers Website \(acbhcs.org\)](http://acbhcs.org).

For questions, please contact QATA@acgov.org.

