

- MEMORANDUM -

DATE: November 28, 2023

TO: Alameda County Behavioral Health (ACBH) Contracted Specialty Mental Health Services (SMHS) and Substance Use Disorder (SUD) Service Organizations

FROM: Torfeh Rejali, Quality Assurance (QA) Administrator *Torfeh Rejali*

SUBJECT: **2023 Consumer Notice Announcing Changes to ACBH's Beneficiary Handbooks Effective January 1, 2024**

The purpose of this memo is to notify providers that the [Consumer Notice](#), dated December 1, 2023, must be posted in a visible location of the provider's office or lobby. The notice announces changes to ACBH's SMHS and SUD Beneficiary Handbooks and Non-Discrimination Notice. Per [BHIN 23-048](#), the Department of Health Care Services (DHCS) requires that consumers be notified of significant changes to the Beneficiary Handbooks at least 30 days before the intended effective date of the change.

Beneficiary Handbooks provide information on:

- How beneficiaries can receive Mental Health and Substance Use Disorder treatment services
- What benefits beneficiaries have access to
- What beneficiaries should do if they have a question or problem
- Beneficiaries' rights and responsibilities as a member of ACBH Plan

The Consumer Notice, [located on the QA Informing Materials Page, Section C.3.](#), informs consumers of the following changes to the Beneficiary Handbook:

- Transportation Services
- Access to Medical Records
- A revised Non-Discrimination Notice

What do you need to do?

- Providers shall post the Consumer Notice in a visible and accessible area of the office or lobby by December 1, 2023.





- Share this important information within your organizations to ensure updated Consumer Notices are posted and beneficiaries are notified of the upcoming changes.

For questions regarding this memo, please contact QAIM@acgov.org.

