

- MEMORANDUM -

DATE: February 10, 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: **Updated Consumer Notice Announcing Changes to ACBH's Beneficiary Handbooks**

The purpose of this memo is to notify providers of an updated Consumer Notice that must be posted in a visible location of the provider's office or lobby. The Notice announces upcoming changes to ACBH's SMHS and SUD Beneficiary Handbooks.

Background

The ACBH 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

Per [BHIN 22-060](#), 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.

Updated Consumer Notice

The Beneficiary Handbooks are in the process of being updated to align with the California Advancing and Innovating Medi-Cal¹ (CalAIM) behavioral health initiatives that became effective in January 2022 and July 2022. These initiatives include: the criteria for beneficiary access to SMHS (BHIN 21-073); Drug Medi-Cal Organized Delivery System (DMC-ODS) program requirements (BHIN 21-075); behavioral health documentation requirements (BHIN 22-019); and the No Wrong Door policy (BHIN 22-011).

Updated Beneficiary Handbooks are expected to be available by March 12, 2023. Once available, copies of these Handbooks will be posted in English, all threshold languages, and audio formats on the [ACBH Provider](#) and [ACBH Consumer](#) websites.

To notify beneficiaries of changes to these Handbooks, ACBH has drafted a [Consumer Notice](#) (see Section C.3.). **Providers are required to post this notice in a visible and accessible area of the office or lobby within the provider's organizations by February 10, 2023.** Quality Assurance's Site Certification Team will ensure Consumer Notices are posted at provider organizations during on-site reviews for Medi-Cal site certification.

¹ For more information regarding CalAIM, click [here](#).





MENTAL HEALTH & SUBSTANCE USE SERVICES

Next Steps: Please share this important information within your organizations to ensure updated Consumer Notices are posted and beneficiaries are notified of the upcoming changes.

Resources: ACBH's QA team continues to offer opportunities for quality improvement, including QA Technical Assistance, monthly Brown Bag meetings and training opportunities throughout the year. Providers are encouraged to take advantage of these resources to ensure compliance with Medi-Cal and County quality requirements.

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.



Alameda County Behavioral Health Care Services
A Department of Alameda County
Health Care Service Agency