

**Karyn Tribble, PsyD, LCSW**  
*Director*

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**- MEMORANDUM -**

Date: December 3, 2024

To: Alameda County Specialty Mental Health Services (SMHS) and Drug Medi-Cal Organized Delivery System (DMC-ODS) Providers

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

Subject: 2024 Consumer Notice Announcing Changes to Member Handbooks Effective 1/1/25

The purpose of this memo is to notify providers that ACBHD is issuing a [Consumer Notice](#) announcing changes to ACBHD's Member Handbook (formally called the Beneficiary Handbook). Per [BHIN 24-034](#), the Department of Health Care Services (DHCS) requires that plan members be notified of significant changes to the Member Handbook at least 30 days before the intended effective date of the change.

The Member Handbook provides information on:

- How members can receive Mental Health and Substance Use Disorder services
- What benefits members have access to
- What members should do if they have a question or problem
- Members' rights and responsibilities

The Consumer Notice, [located on the QA Informing Materials Page, Section C.3](#), and ACBHD [Public website](#), informs members of the following changes to the 2025 Member Handbook:

- Justice-Involved Reentry Services
- Revised Language Taglines
- Revised Non-Discrimination Notice

Additionally, the 2025 Member Handbook will be integrated for SMHS and DMC-ODS networks of care.

**Consumer Notification Strategies:**

ACBHD has posted the Consumer Notice on the [Public Website](#) for member access and will be mailing a notice to members to inform them that there have been changes to the Handbook. The notice will instruct members to scan a QR Code, access a link, or contact their current provider or the ACBHD Quality Assurance office to obtain a copy of the Consumer Notice.

**Provider Responsibilities:**

To comply with the DHCS notification requirements, providers are required to:

- Share the Consumer Notice with clients when they inquire.
- Post the Consumer Notice in a visible and accessible area of the office or lobby by December 2, 2024, or upon receipt of this memo.
- Share this important information within their organization.

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