

Memo

Date: August 18, 2025

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

From: Torfeh Rejali, LMFT, Division Director, Quality Assurance (QA) *Torfeh Rejali*

Subject: New Informing Materials Packet and Protocols

The purpose of this memo is to advise providers of the publication of a revised Informing Materials packet and change in timeframes for sharing the packet with members.

Background

Department of Health Care Services (DHCS) requires providers to make appropriate informing materials available to Medi-Cal members. ACBHD has created an Informing Materials packet that includes many of these required documents. The packet is posted on the [QA Informing Materials](#) page of the Provider website.

Changes to Informing Materials Packet

The ACBHD Informing Materials packet has been updated. Although the content was not significantly changed, some edits were made to simplify and reformat the content, making it easier to read and understand. Below are some of the details regarding the changes made to the packet:

- As before, the packet includes the following sections:
 - A message to Service Providers
 - Welcome to Alameda County Behavioral Health Plan
 - Freedom of Choice
 - Notice of Non-Discrimination
 - Consent for Services
 - Treatment Services and Providers of Care
 - Maintaining a Welcoming and Safe Place
 - Member Handbook
 - Provider Directory
 - Problem Resolution
 - Advance Directives
 - Confidentiality and Privacy
 - Notice of Privacy Practices

- 42 CFR Part 2: Privacy of Drug and Alcohol Treatment Services
 - Acknowledgement of Receipt
- Telehealth Consent requirements have been added to the Consent for Services section of the packet.
- The [Advanced Directive booklet](#) was redone. A clean version of the document is now available in all threshold languages and should be provided to members, in place of the old one, when reviewing the Informing Materials packet.
- The [Acknowledgement of Receipt](#) page was revised, removing the multiple checklists and adding a section to account for situations when the member declines to sign the form but verbally consents to receiving voluntary services.
- As with the previous packet, agencies may add additional information to the packet but may not alter or contradict the content in any way.

Timeframes for Reviewing Informing Materials Packet

The timeframes for review of Informing Materials have been changed to be consistent with DHCS requirement. Effective immediately, the packet must be reviewed with members or their authorized representatives: 1) At intake, 2) When there is a substantial change to the content and 3) Upon request.

The Acknowledgement of Receipt page must be completed and signed by the member or their authorized representative, acknowledging that the packet has been reviewed, or re-reviewed, with them and providing their consent to receive voluntary services. The form must be saved in the member's clinical record.

Changes to the Informing Materials Webpage

The [Informing Materials](#) page of the ACBHD Provider Website has been updated with the new documents. Additionally, the format has been changed to make it easier for providers to identify what documents must be reviewed and offered to members and which ones must be visible and accessible in the provider's lobby or office.

Action Required

Please begin using the new packet and Acknowledgement of Receipt form for new admissions to your program.

Support

Providers are invited to join monthly QA Brown Bag meetings where this and other relevant information are discussed. Meeting details and links can be found on the [QA Training page](#).

For questions, please contact QATA@acgov.org.