

## Memo

**Date:** July 2, 2025

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

**From:** Torfeh Rejali, Division Director, Quality Assurance (QA) *Torfeh Rejali*  
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**Subject:** Policy Updates Quarterly Memo – Q2 2025

The purpose of this memo is to inform our provider network on a quarterly basis of new<sup>1</sup> ACBHD policies and procedures (P&Ps) and/or P&Ps that were revised within the past quarter.

### Background

ACBHD's [Development, Approval, Dissemination, and Revision of ACBHD Policies and Procedures](#) ("Policy on Policies") clarifies procedures on how to initiate, develop, and revise P&Ps, ensures that P&Ps are written in a standard format, and that new and revised P&Ps are made accessible to contractors, employees, and community members.

ACBHD's P&Ps are accessible in the [ACBHD P&P Manual](#) on the ACBHD providers website.

### Policy Updates

The following are new and/or revised P&Ps that were published within the past quarter:

P&P Name	Policy Number	New or Revised
<a href="#">ACBHD Peer Support Services (APSS)</a>	407-1-1	New
<a href="#">Consumer Grievance and Appeal System</a>	300-1-1	Revised
<a href="#">Advance Directives</a>	300-2-1	Revised
<a href="#">Notices of Adverse Benefit Determination for Medi-Cal Beneficiaries</a>	300-1-2	Revised
<a href="#">Mental Health Professional Licensure Waiver</a>	1603-3-1	Revised
<a href="#">Network Adequacy Standard Requirements, Data Collection, Monitoring, and Reporting for MHP and DMC-ODS</a>	100-2-8	New

<sup>1</sup> New policies may not be fully executed at the time they are published (i.e., infrastructure, etc.).

**Next Steps**

Please communicate this information to others within your organization, as appropriate.

**Support**

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

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