

Labastida, Jacquelyn

From: Soriano, Christian
Sent: Tuesday, December 31, 2024 11:11 AM
Subject: Update: Integrated Behavioral Health Member Handbook Effective January 1 ,2025
Attachments: Integrated MHP and DMC-ODS Member Handbook_January 2025_English.pdf;
2024-12-01-BHS Information Notice-Beneficiary Handbook Changes with Summary of Changes.pdf

Sent on behalf of Jill Michalski, LCSW, Behavioral Health Program Coordinator, Mental Health QA, and Noelle Vitor, LCSW, Behavioral Health Program Coordinator, SUD QA

To MHP & DMC-ODS Providers (bcc'd):

The MHP and DMC-ODS beneficiary handbooks have been integrated into the Behavioral Health Member Handbook to comply with Department of Health Care Services' [BHIN 24-034](#). Please see attached documents for the English version of the new Member Handbooks, along with the BHS Information Notice-Beneficiary Handbook Changes with Summary of Changes.

The Behavioral Health Member Handbook in all threshold languages and large print versions are in the process of being posted to the Optum page and will be available on the [SMH & DMC-ODS Health Plans](#) page under the "Beneficiary" tab, as well as on Optum's [Beneficiary & Families](#) page.

The new member handbooks are in effect starting **January 1, 2025** and should not be given to clients prior to January 1, 2025. All previous versions of the handbooks shall be destroyed on/after January 01, 2025.

As a reminder, the order form to request hard copies of Beneficiary Materials is [available online](#). Requests received for the new handbooks will be processed once printing is complete to accommodate anticipated high demand. In the interim, programs shall provide alternative options to the client for accessing the handbooks (email, Optum site, printing by the program).

Reminder – Attestations for notifying clients of significant changes with the Beneficiary Handbook are due to QI Matters by **01/31/2025**.

Please contact QIMatters.HHSA@sdcounty.ca.gov with questions.

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