



<b>To:</b>	<b>Mental Health Plan and Drug Medi-Cal Organized Delivery System Beneficiaries</b>
<b>From:</b>	<b>Behavioral Health Services</b>
<b>Date:</b>	<b>March 6, 2025</b>
<b>Title</b>	<b>Integrated Member Handbook – Notice of Significant Changes</b>

When you first started receiving services at our program, you were offered a copy of a Member Handbook which explained your benefits, how to get care, and answered questions about the County of San Diego’s Behavioral Health Services system.

Our behavioral health delivery system is required to provide each member notice of any significant change to the information in the handbook at least 30 days before the intended effective date of the change. Below is a list of new benefits that will be available within 30 days of this notice.

- Expanding the Medi-Cal Peer Support Specialists benefit to include the forensic area of specialization. This incorporates additional training and skills for certified Medi-Cal Peer Support Specialists who provide peer support to individuals with criminal justice involvement. Peer support for persons with criminal justice involvement often starts from initial contact with law enforcement and supports continue through re-entry and reintegration into the community after release from incarceration. Peer Support Specialists are invaluable in helping identify resources within the community, including employment and housing opportunities, which may pose barriers for individuals with criminal justice involvement. Using a trauma informed approach, peers with lived experience of criminal justice involvement act as credible role models, support pro-social behaviors, encourage compliance with probation/parole requirements, and provide the hope that there is a better life possible for individuals leaving the criminal justice system.
- Adding Enhanced Community Health Workers who represent a broadened scope of preventative services provided by trusted community members, often including more intensive care coordination, deeper community engagement, and specialized support for individuals with complex behavioral health needs. In addition to outreach and education typically associated with a CHW role, an Enhanced CHW may help manage chronic conditions, navigate health care systems, provide social support, and advocate for members to access necessary resources

This notice of significant changes is also available on the [Optum Beneficiary & Families](https://www.optumsandiego.com/content/SanDiego/sandiego/en/beneficiary_and_families.html) website, [https://www.optumsandiego.com/content/SanDiego/sandiego/en/beneficiary\\_and\\_families.html](https://www.optumsandiego.com/content/SanDiego/sandiego/en/beneficiary_and_families.html)

**For More Information:**

- Contact [QIMatters.HHSA@sdcounty.ca.gov](mailto:QIMatters.HHSA@sdcounty.ca.gov)