

From: [Hamilton, Victoria](#)
Subject: Update: Integrated Behavioral Health Member Handbook Effective April 5, 2025
Date: Friday, April 4, 2025 3:12:15 PM
Attachments: [Integrated MHP and DMC-ODS Member Handbook April 2025 English.pdf](#)
[2025-03-06 BHS Info Notice- Member Handbook Changes \(English\).pdf](#)
[Beneficiary Handbook - Attestation for Notifying Clients of Significant Changes - 03-06-2025.docx](#)
[image001.png](#)
[image002.png](#)

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 Member Handbook has been updated to include new services as noted in the following memo: [2025-03-06- BHS Information Notice- Beneficiary Handbook Changes](#).

The updated 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 handbook is in effect starting **April 5, 2025** and should not be given to clients prior to the effective date. All previous versions of the handbooks shall be destroyed on/after April 5, 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 **04/30/2025**. If you have not already done so, please complete, sign, and return the attestation attached.

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

Jill Michalski, LCSW, Behavioral Health Program Coordinator (*she/her/hers*)
HPO – Quality Assurance Unit (QA), MH
Behavioral Health Services
County of San Diego Health and Human Services Agency
Cell: 619-206-0320

Noelle Vitor, LCSW

Behavioral Health Program Coordinator

She/her/hers

HPO- Quality Assurance (QA), SUD

Behavioral Health Services

County of San Diego Health and Human Services Agency

C: 619.581.2544



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