



Quality Assurance Bulletin

Quality Assurance Unit

County of Los Angeles – Department of Mental Health
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February 1, 2021

No. 21-01

REVISED BENEFICIARY HANDBOOK

This Bulletin is to notify all Providers that the Medi-Cal Beneficiary Handbook has been revised and updated in accord with Department of Health Care Services (DHCS) Information Notice 18-043. The new Handbook can be found on the Department of Mental Health's Patients' Rights page: <https://dmh.lacounty.gov/our-services/patients-rights/>. Notable updates in the revised Handbook include the addition of Continuity of Care requirements (DMH Policy and QA Bulletin to be issued shortly) and updated authorization requirements (DMH Policy to be issued shortly). QA Bulletin 20-05 covering the pre-authorization requirements for Intensive Home Based Services (IHBS), Therapeutic Behavioral Services (TBS) and Therapeutic Foster Care (TFC) was originally issued on September 17, 2020 and can be found at: http://file.lacounty.gov/SDSInter/dmh/1102573_QABulletin20-05RICCIHBSTBSTFCServices.pdf

Please note that the Department is in the process of translating the Handbook into all threshold languages. In the meantime, the Handbook does include taglines and information about how to request auxiliary aids and services for beneficiaries with disabilities or limited English proficiency.

As a reminder, Providers must provide each Medi-Cal beneficiary with the handbook when the beneficiary first accesses services, and thereafter upon request. The [MH 710](#) Medi-Cal Required Informing Materials Beneficiary Acknowledgment of Receipt form should be utilized to document that the Handbook was offered/provided to the beneficiary ([Refer to QA Bulletin 13-06](#)).

The Handbook is considered to be provided to the beneficiary when the Provider has:

- Mailed a copy to the beneficiary's mailing address;
- E-mailed a copy to the beneficiary after obtaining their agreement to receive by email;
- Provided a written notification (paper or electronic) to the beneficiary with a link to the Handbook;
- Handed a copy directly to the beneficiary.

Other means of providing the Handbook may be acceptable if it can reasonably be expected to result in the beneficiary receiving the information. Please note that beneficiaries with disabilities must be provided with auxiliary aids and services upon request at no cost. The Department is in the process of obtaining the new Handbook in Braille and large print.

If directly-operated or contracted providers have any questions related to this Bulletin, please contact the QA Unit at QualityAssurance@dmh.lacounty.gov.

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