



Quality Assurance Bulletin

Quality Assurance Unit

County of Los Angeles – Department of Mental Health

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UPDATED MEDI-CAL BENEFICIARY HANDBOOK & NOTIFICATION TO BENEFICIARIES

This Bulletin is to notify all Providers that the Medi-Cal Beneficiary Handbook has been revised and updated by the Department of Health Care Services (DHCS) in accord with Information Notice (IN) 22-060 in order to align with California Advancing and Innovating Medi-Cal (CalAIM) initiatives. The CalAIM initiatives incorporated into the Handbook include the new criteria to access Specialty Mental Health Services (SMHS), documentation redesign, and the No Wrong Door policy.

The updated Handbook can be found on the Department of Mental Health's Patients' Rights webpage (<https://dmh.lacounty.gov/our-services/patients-rights/mhp-handbooks/>). The updated Handbook is available in all threshold languages including Arabic, Armenian, Cambodian, Chinese, Farsi, Korean, Russian, Spanish, Tagalog, and Vietnamese.

Significant changes in the Handbook require notification to Medi-Cal beneficiaries per DHCS IN 22-060 and Title 42, CFR, Part 438.10. All providers shall post the attached notification in their clinics to notify Medi-Cal beneficiaries of the updated Handbook. The Notice indicates that a printed copy of the updated Handbook is available upon request. If a Medi-Cal beneficiary requests the Handbook, providers shall print out the updated Handbook from the Patients' Rights webpage and provide it to the beneficiary.

As a reminder, the Handbook must be provided to each Medi-Cal beneficiary at the time the beneficiary first accesses services and upon request. The beneficiary handbook will be considered to be provided to the beneficiary if:

1. A printed copy is mailed to the beneficiary's mailing address;
2. It is emailed to the beneficiary after obtaining the beneficiary's agreement to receive it by email; and/or
3. It is posted on the DMH website and the beneficiary is advised in paper or electronic form that the beneficiary handbook is available on the internet, including the applicable internet address, provided that beneficiaries with disabilities who cannot access this information online are provided auxiliary aids and services upon request at no cost; and/or
4. The beneficiary handbook is provided by any other method that can reasonably be expected to result in the beneficiary receiving the information.

For directly-operated providers, the Consent for Services was updated to advise Medi-Cal beneficiaries the Handbook is available per criteria number three (3) above. Per QA Bulletin 22-02, providers are no longer required to document the beneficiary was provided the Handbook using MH 710 Medi-Cal Required Informing Materials Beneficiary Acknowledgment of Receipt.

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

cc: DMH Executive Management
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