**COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH**

**PATIENTS' RIGHTS OFFICE**

December 28, 2006

TO: All Mental Health Services Providers

FROM: Carole Mathews, Director Carole Mathews
Patients' Rights Office

SUBJECT: **MEDI-CAL BENEFICIARY MATERIALS**

The Local Mental Health Plan (LMHP) developed user-friendly Medi-Cal beneficiary materials including a beneficiary poster that provides a general understanding of mental health services. All materials must be posted in prominent locations where Medi-Cal beneficiaries obtain specialty mental health services, including the waiting areas of a FFS Network Provider's place of service.

The LMHP has ensured that the cultural and linguistic needs of diverse populations served throughout the County of Los Angeles are met by making available the following beneficiary materials in the LMHP's threshold languages (English, Spanish, Chinese, Armenian, Farsi, Cambodian, Vietnamese, Korean, Russian, and Tagalog):

- The Guide to Medi-Cal Mental Health Services
- Beneficiary/Client Grievance Or Appeal And Authorization Form
- Grievance & Appeal Procedures

Medi-Cal beneficiary materials in all LMHP's threshold languages are available to download from the Department of Mental Health's Internet website, http://dmh.lacounty.info/. Please go to the Patients' Rights link on the website to access and print these materials.

Medi-Cal beneficiary materials in English and Spanish may also be ordered by contacting the Department of Mental Health's warehouse. Beneficiary/Client Grievance Or Appeal And Authorization Forms are issued with self-addressed envelopes. These materials must be ordered on your organization's letterhead and will only be delivered to a street address, not a P.O. Box. Please either fax your requests to (213) 252-9740, attention Robert Woods, or mail them to:

Department of Mental Health -Warehouse
550 South Vermont Avenue, 2nd floor
Los Angeles, California, 90020

You are required to provide "The Guide to Medi-Cal Mental Health Services" to new beneficiaries and make them available to all beneficiaries upon request. The grievance/appeal forms, with self-addressed envelopes, and the "Grievance & Appeal Procedures" pamphlet should be available to all beneficiaries without their having to make a verbal or written request.

The required beneficiary poster and beneficiary materials in alternate formats may be obtained through the Beneficiary Services Program at (213) 738-4949.