



Quality Assurance Bulletin

Quality Assurance Unit

County of Los Angeles – Department of Mental Health

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INTEGRATED BEHAVIORAL HEALTH MEDI-CAL MEMBER HANDBOOK REVISIONS & NOTIFICATION TO BENEFICIARIES

This Bulletin is to notify all Providers that the Medi-Cal Member (formerly referred to as Beneficiary) Handbook has been revised and updated by the Department of Health Care Services (DHCS) in accord with Behavioral Health Information Notice (BHIN) 24-034 as part of the Behavioral Health Administration Integration initiative (see [QA Bulletin 24-06](#) for additional information on the Integration initiative). The updated Handbook integrates the Mental Health Plan (MHP) and Drug Medi-Cal Organized Delivery System (DMC-ODS) handbooks in order to streamline and strengthen Medi-Cal members' experience when seeking mental health and/or substance use (hereafter referred to as Behavioral Health) services, internal county structures and process regarding program administration, and DHCS' oversight of county operations. The updated Handbook also includes new information regarding Justice-Involved Reentry Services per BHIN 23-059 and [QA Bulletin 24-08](#).

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 will be available in all threshold languages including Arabic, Armenian, Cambodian, Chinese, Farsi, Korean, Russian, Spanish, Tagalog, and Vietnamese.

Anytime there are significant changes to the Handbook, Medi-Cal members must be notified, per DHCS BHIN 24-034 and Title 42, CFR, Part 438.10. To reduce burden on Los Angeles County Department of Mental Health (DMH) providers and ensure all members are notified, the Quality Assurance Unit has mailed Notification letters to all DMH Medi-Cal clients (seen by either Directly Operated or Legal Entity providers) and has also posted the Notification on the DMH website (<https://dmh.lacounty.gov/our-services/patients-rights/mhp-handbooks/>). A printed copy of the updated Handbook is available upon request. If a Medi-Cal member requests the Handbook, providers shall print out the updated Handbook from the Patients' Rights webpage and provide it to the member.

As a reminder, the Handbook must be provided to each Medi-Cal member at the time the member first accesses services and upon request. The Handbook will be considered to be provided to the member under any of the following conditions:

1. A printed copy is mailed to the member's mailing address.
2. It is provided in an electronic format (e.g., email or text including a hyperlink to the Handbook) after obtaining the member's agreement to receive it electronically.
3. It is posted on the DMH website and the member is advised in paper or electronic form that the member handbook is available on the internet, including the applicable internet address, provided that members with disabilities who cannot access this information online are provided auxiliary aids and services upon request at no cost.
4. The member handbook is provided by any other method that can reasonably be expected to result in the member receiving the information.

For directly-operated providers, the Consent for Services was updated to advise Medi-Cal members the Handbook is available per criteria number three (3) above.

If directly-operated or contracted providers have any questions related to this Bulletin, please contact the QA Policy & Technical Development Team at QAPolicy@dmh.lacounty.gov.

cc: DMH Executive Management
DMH Administration Managers
DMH QA Liaisons
Legal Entity Executive Management

DMH Clinical Operations Managers
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