

## Informing Materials List

This is a list for Alameda County Behavioral Health (ACBH) providers to ensure that the appropriate informing materials are available to Medi-Cal beneficiaries, as required by the California Department of Health Care Services. [\[1\]](#)

### **A. Initial Forms that Must be in the Chart & Signed by Beneficiaries at Intake**

1. Signature page from the packet: [Informing Materials – Your Rights and Responsibilities](#) (available in [Arabic](#), [Chinese Traditional](#), [Farsi](#), [Spanish](#), [Vietnamese](#), [Chinese Simplified](#), [Korean](#) & [Tagalog](#)).

This packet must be offered to Medi-Cal beneficiaries at intake, annually thereafter, and upon request.

The packet contains:

1. Consent for Services
  2. Freedom of Choice
  3. Explanation of the three (3) items noted in B. & C. (below):  
Provider Referral List, Guide to Medi-Cal Mental Health Services & BHP Member Handbook
  4. Confidentiality & Privacy statement (Duty to Report)
  5. Advance Directive Information
  6. Beneficiary Problem Resolution Information
  7. Maintaining a Welcoming & Safe Place (not a required informing material)
  8. Notice of Privacy Practices (HIPAA/HITECH)
2. Written Policy regarding Confidentiality of Records (provider policy)
  3. Releases of Information, as necessary (provider form)

### **B. Documents You Must Offer Beneficiaries to Review**

The documents below must be offered to beneficiaries when they begin receiving a specialty mental health service and upon request. Providers are not required to maintain a supply of these documents onsite,

however, this notice, "[Copies available upon request,](#)" shall can be posted for beneficiaries in a visible and accessible area of the office or lobby.

1. [Provider Directory](#)<sup>[2]</sup> of all Alameda County Behavioral Health services (in English and all threshold languages).
2. For Mental Health Providers: [Guide to Medi-Cal Mental Health Services - available in English, Spanish, Arabic, Chinese Traditional, Farsi, Chinese Simplified, Vietnamese, Korean and Tagalog.](#)  
An audio CD upon [request](#); Audio formats are also available on ACBH's public webpage: [Beneficiary Handbook – Alameda County Behavioral Health \(acbhcs.org\)](#)
3. For Substance Use Disorder Providers: [Guide to Drug Medi-Cal Services - available in English, Spanish, Arabic, Chinese Traditional, Farsi, Chinese Simplified, Vietnamese, Korean and Tagalog.](#)  
An audio CD upon [request](#)

**NOTE:** As of January 23, 2023, ACBH is no longer requiring providers to have hard copies of the Provider Directory and the Guide to Medi-Cal Mental Health Services during on-site visits. ACBH now requires providers to have the capability to electronically access these documents for beneficiaries and ACBH staff, upon request. For more information on this change, please see [Site Certification Provider Memo RE: Onsite Visit Expectation Change](#).

### C. **Documents that Must be Available in Your Lobby/Office**

1. [Consumer & Family Grievance and Appeals Poster](#) - email the BHCS Quality Assurance Informing materials desk at [QAIM@acgov.org](mailto:QAIM@acgov.org) , or call (510) 567-8233 to request copies.
2. Consumer & Family Grievance/Appeal Forms available in [English, Spanish, Arabic, Simplified Chinese, Chinese Traditional, Farsi, Korean, Vietnamese](#), and [Tagalog](#) with envelopes addressed to ACBH. An audio CD is available upon request; Audio formats are also available on ACBH's public webpage: [File A Grievance](#) (Client/Patient Only) – Alameda County Behavioral Health ([acbhcs.org](http://acbhcs.org))

3. Consumer Notice (Note: Translations forthcoming): [Beneficiary Handbook Consumer Notice - available in English](#)

## Footnotes

[1] [CCR, Title 9, Section 1810.360 \(b\) \(3\), \(d\) and \(e\)](#) and [Cal. Code Regs. Tit. 9, § 1850.205 - General Provisions](#)

[2] Please [click here](#) for instructions on how to print the ACBH Provider Directory.