



COUNTY OF SANTA CLARA
Behavioral Health Services
Supporting Wellness and Recovery

MEMORANDUM

TO: BHSB Staff

FROM: Sherri Terao, Ed.D., Director of Behavioral Health Services

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Sherri Terao
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RE: Updated Medi-Cal Beneficiary Handbooks (MHP and DMC-ODS)

DATE: April 10, 2023

In accordance with Department of Health Care Services (DHCS), County of Santa Clara Behavioral Health Services Department (BHSB) has made its annual update to the Medi-Cal County Specialty Mental Health Plan (MHP) Beneficiary Handbook and the Drug Medi-Cal Organized Delivery System (DMC-ODS) Beneficiary Handbook effective March 10, 2023.

The Beneficiary Handbooks explains how to get specialty mental health and substance use services. It also includes information regarding rights and responsibilities of a Medi-Cal beneficiary. Beneficiary handbooks are available in our six threshold languages (Chinese, English, Farsi, Spanish, Tagalog, and Vietnamese) and can be download at <https://bhsd.sccgov.org/information-resources/behavioral-health-services-beneficiary-handbooks> or physical copies can be requested by calling 1-800-704-0900. Please note, there is a 5 business day turnaround time for individual physical copies (batch orders will take additional time).

Any physical copies of the prior handbooks need to be recycled immediately. Please note that the beneficiary handbooks are only applicable to Medi-Cal beneficiaries and eligibility should be verified prior to providing a copy.

If you have questions, please contact Lily Vu, Cultural Competency Program Manager at Lily.Vu@hhs.sccgov.org.