



COUNTY OF SANTA CLARA  
**Behavioral Health Services**  
Supporting Wellness and Recovery

## MEMORANDUM

TO: BHSD Staff, County Contracted Providers and Partners

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

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

DATE: December 16, 2024

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In accordance with the Department of Health Care Services (DHCS), the County of Santa Clara Behavioral Health Services Department (BHSD) has updated its Medi-Cal County Behavioral Health Plan Beneficiary Handbook. This updated handbook will take effect on January 1, 2025. The revised handbook integrates the previously separate Specialty Mental Health Plan (MHP) and Drug Medi-Cal Organized Delivery System (DMC-ODS) handbooks into a single, comprehensive document.

The handbook introduces several significant updates to improve accessibility and clarity. It unifies the content of the MHP and DMC-ODS handbooks, streamlining access for Medi-Cal beneficiaries. Additionally, it expands service information by incorporating updates on substance use disorder services, justice-involved reentry services, and telehealth options. The handbook also enhances procedural efficiency by reducing the grievance resolution timeframe from 90 to 30 calendar days and refining timelines for appeals and state fair hearings, ensuring faster responses and clearer guidance for beneficiaries.

Beneficiary handbooks are available (Chinese, English, Farsi, Russian, Spanish, Tagalog, and Vietnamese) and in various formats, including braille and large print, upon request.

The handbook is available online at:

<https://bhsd.sccgov.org/information-resources/behavioral-health-services-beneficiary-handbooks>.

Physical copies can be requested by calling 1-800-704-0900. Please allow a 5-business-day turnaround time for individual requests. Batch orders will require additional processing time.

If you have questions, please contact the Cultural and Linguistic Team at [BHSD\\_DEI@hhs.sccgov.org](mailto:BHSD_DEI@hhs.sccgov.org).