

 <p style="text-align: center;">County of Sacramento Department of Health Services Division of Behavioral Health Services Policy and Procedure</p>	Policy Issuer (Unit/Program)	SUPT
	Policy Number	SUPT-03-02
	Effective Date	09-13-21
	Revision Date	N/A
Title: Distribution of Informing Materials		Functional Area: Treatment
Approved By: Signed version available upon request		
Lori Miller, LCSW Division Manager, Substance Use Prevention and Treatment Services		

BACKGROUND/CONTEXT:

As required in the Intergovernmental Agreement with the State of California Department of Health Care Services (DHCS), Substance Use Prevention and Treatment (SUPT) Services and contracted treatment providers shall make its written materials that are critical to obtaining Drug Medi-Cal Organized Delivery System (DMC-ODS) services available to all beneficiaries.

DEFINITIONS:

Within this document, the term “beneficiary” refers to both active and potential SUPT DMC-ODS beneficiaries.

PURPOSE:

The purpose of this policy is to outline distribution requirements for written informing materials to all SUPT DMC-ODS beneficiaries.

DETAILS:

Written informing materials that are critical to obtaining services, including at a minimum, provider directories, beneficiary handbooks, appeal and grievance notices, and denial and termination notices, must be readily available to beneficiaries. These materials must be written in a language and format easily understood by the reader and be written in a font size no smaller than 12 point.

Informing materials shall be made available in the prevalent non-English languages (threshold languages) in Sacramento County, which include: Arabic, Chinese, Farsi, Hmong, Russian, Spanish, and Vietnamese. Written materials shall also be made available to beneficiaries in alternative formats, upon request, and at no cost to the beneficiary. Auxiliary aids and services shall also be made available, upon request, and at no cost to the beneficiary. SUPT staff and contracted provider staff are responsible for keeping a current supply of the following informing materials, in English and all threshold languages, in the lobby/waiting area at each service location.

- Language Assistance Poster
- Problem Resolution Poster
- Appeal Form Brochure
- Grievance Form Brochure
- Members Rights Brochure
- Member Handbook
- Member Suggestion Brochure
- Notice of Privacy Practices Brochure
- Advance Medical Directive Brochure
- Provider Directory

The above informing materials are available for download from the SUPT website.

Brochures/Posters

<https://dhs.saccounty.net/BHS/Pages/GI-Provider-Resources-Forms.aspx>

Member Handbook

https://dhs.saccounty.net/BHS/Documents/SUPT/GI-BHS--DMC-ODS_Member_Handbook.pdf

Provider Directory

<https://dhs.saccounty.net/BHS/Documents/SUPT/LI-BHS-SUPT-DMC-ODS-Provider-Directory-English.pdf>

During Mid-Year and Annual Site Visits, Quality Management staff and SUPT Contract Monitors will confirm that informing materials are readily available to beneficiaries in the lobby/waiting area of the service location. Beneficiary records will also be reviewed for evidence that informing materials were given to beneficiaries. This will be evidenced by the beneficiary’s signed Acknowledgement of Receipt form scanned into the beneficiary record and by documentation in the corresponding progress note.

REFERENCE(S)/ATTACHMENTS:

N/A

RELATED POLICIES:

N/A

DISTRIBUTION:

Enter X	DL Name	Enter X	DL Name
X	SUPT Administration		SUPT Prevention Providers
X	SUPT County Counselors	X	SUPT Adult Treatment Providers
	SUPT Collaborative Courts	X	SUPT Youth Treatment Providers
X	SUPT System of Care		Advisory Board
	SUPT Administrative Support Staff		BHS Mental Health Services
	SUPT Options for Recovery		BHS Quality Management
	SUPT Proposition 36		

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