



**Department of Health Services**  
Timothy W. Lutz  
Director

**Divisions**  
Administration  
Behavioral Health  
Primary Health  
Public Health

## County of Sacramento

December 2, 2024

RE: ANNUAL NOTICE OF SIGNIFICANT CHANGE IN BENEFICIARY HANDBOOK

Dear Member:

You are receiving this notice because there will be a significant change in the Sacramento County Mental Health Plan (MHP) or Drug Medi-Cal Organized Delivery System (DMC-ODS) Beneficiary Handbook within thirty days.

Explanation of change:

- The Member Handbook is now integrated and provides information for both Mental Health & Substance Use, Prevention, and Treatment services.
- Justice-Involved Reentry Services ([BHIN 23-059](#)) is a new benefit coming in 2025.
- The following changes to the Grievance and Appeal process are taking effect in 2025:
  - The time in which BHS must make a decision on a grievance filed by (or on behalf of) a member has been reduced from 90 to 30 calendar days from the date on which said grievance was received.
  - For both appeals and grievances, requests for 14 calendar day extensions to the timeframes in which BHS is required to make a decision has been eliminated.
  - Members requesting a continuation of services while waiting for the resolution of an active appeal regarding their current services are no longer liable for payment of services received during that period if the decision is not in the member's favor.

A copy of the updated Sacramento County Beneficiary Handbook will be available, **January 1, 2025**, on our website:

Mental Health Plan <https://dhs.saccounty.gov/BHS/Pages/Members-Handbook/GI-Members-Handbook-Mental-Health.aspx>

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Office (916) 875-7070 | [QMInformation@saccounty.gov](mailto:QMInformation@saccounty.gov)

Drug Medi-Cal Organized Delivery System -  
<https://dhs.saccounty.gov/BHS/Pages/SUPT/DMC-ODS/DMC-ODS-Member-Handbook.aspx>

and can be provided to you upon request.

If you would like to designate an authorized representative to receive information about this notification, please complete an Authorization to Release Confidential Information for that person.

You have the right to be notified of changes to the Beneficiary Handbook. If you have questions or need assistance with any information in this letter, please contact Member Services at (916) 875-6069.

Enclosures:  
Language Taglines  
Non-Discrimination Notice