



BEHAVIORAL HEALTH HEALTH SERVICES AGENCY



12/1/2023

RE: UPDATE TO BENEFICIARY HANDBOOK

Plan: Specialty Mental Health Plan

Drug Medi-Cal Organized Delivery System (Substance Use Disorder Services)
DMC-ODS (SUD)

Dear Client,

The ***Beneficiary Handbook*** for the Specialty Mental Health Plan and the Drug Medi-Cal Organized Delivery System (Substance Use Disorder Services) of Santa Cruz County Behavioral Health (SCBH) has been updated. These handbooks explain how to access mental health and substance use disorder services offered by SCBH, and also information regarding your rights and responsibilities as a beneficiary. The Mental Health and DMC-ODS Plans have made updates to the ***Beneficiary Handbook***. This letter is to inform you that the Handbooks will be updated effective January 1, 2024.

These significant changes have been made to the Handbook:

- Increased Mobil Crisis Services
- Client Portal improvements coming in 2024

Updated ***Beneficiary Handbooks*** for both Plans are available on the Santa Cruz County Behavioral Health website, Client Information tab: www.santacruzhealth.org/bhmembers. If you are unable to access this information online, Behavioral Health will support you in accessing the information by a method that allows you to receive the updated information.

If you want to receive a copy of the update, and/or need help accessing the information, or if you have any questions, please feel free to contact us at:

Santa Cruz County Behavioral Health
Quality Improvement
1400 Emeline Avenue / Building K
Santa Cruz, CA 95060
(800) 952-2335

Sincerely,

Santa Cruz County Behavioral Health