



County of Fresno

DEPARTMENT OF BEHAVIORAL HEALTH
SUSAN L. HOLT
DIRECTOR OF BEHAVIORAL HEALTH
PUBLIC GUARDIAN

From: DBH Managed Care Division

To: DBH Programs

Date: September 25, 2023

Re: Beneficiary Informing Materials for MHP-Certified Practice Sites

Consumer informing materials are critical in the care of the persons we serve and must be available from you as an MHP provider upon request, with paper-based copies prominently displayed without limitations, barriers, or encumbrances at your practice address. You may not charge clients for printing or mailing costs associated with providing these materials. Along with posting and display of these State-mandated materials, if the delivery of services is primarily community-based and/or telehealth, all materials must be available on your program's website.

The consumer informing items should be downloaded from the DBH Managed Care website [Persons Served & Provider Downloads - County of Fresno \(fresnocountyca.gov\)](https://www.fresnocountyca.gov/persons-served-provider-downloads) and should be displayed in a prominent place for every practice with a Medi-Cal site certification (prominent places include waiting area, main access way, etc.). Providers may contact the DBH Managed Care office at mcare@fresnocountyca.gov to request a supply of the required self-addressed envelopes.

Please note! For MHP Organizational Providers including STRTPs and inpatient facilities, consumer informing materials must be available in all 3 threshold languages – English, Spanish, and Hmong. For MHP Individual and Group Providers, informing materials should reflect the languages of the persons you serve at your practice.

Please download, print, and display the following:

Postings (Clearly visible on a wall, display case, or visitor surface area)

- o Consumer Handbook Provider Listing Poster
- o If You Are Not Satisfied Poster/Problem Resolution System
- o Consumer's Rights (Single posting divided like a trifold)
- o Mental Health Patient's Rights
- o Your Program/Practice/Organization's Notice of Privacy Practices

Brochures displayed for easy access (minimum 2 copies)

- o Grievance Brochure
- o Appeals Brochure
- o Change of Provider Brochure
- o Advanced Directives Brochure
- o Self-Addressed envelopes (May be picked up at the Managed Care office if needed)
- o Your program/practice/agency Notice of Privacy Practices

Available at the Reception Desk/From Provider (copies must be printed and readily available to staff & clients):

- o Beneficiary Handbook
- o Provider Directory (current)

If you have any questions or need further assistance, please contact the DBH Managed Care office at mcare@fresnocountyca.gov or call (559)600-4645.