



Announcement: Update to Beneficiary Handbook

Effective January 1, 2024, there will be significant updates to the San Mateo County Behavioral Health and Recovery Services (BHRS) Beneficiary Handbook for Specialty Mental Health Services (SMHS) and Drug Medi-Cal Organized Delivery System (DMC-ODS). These handbooks explain how to access SMHS and DMC-ODS services and includes information regarding your rights and responsibilities as a beneficiary. There will also be updates to the Language Tagline and Non- Discrimination notices.

The following information has been updated in the BHRS Beneficiary Handbook for SMHS:

- Transportation
- Patient Access and Provider Directory
- Peer Support Services
- Mobile Crisis Services

The following information has been updated in the DMC-ODS Handbook:

- Peer Support Services
- Contingency Management
- Mobile Crisis Services

The updated Beneficiary Handbooks will be available upon request in print as well as on our website at: <https://www.smchealth.org/new-client-information-english> and <https://www.smchealth.org/bhrs/aod/policy>

If you need this notice and/or other documents from the San Mateo County BHRS in an alternative communication format such as large font, Braille, or an electronic format, or, if you would like help reading the material, at no cost to you, please contact BHRS by calling (800) 388-5189.

