



Behavioral Health and Recovery Services

Jenine Miller, Psy.D., Director of Behavioral Health
Providing Mental Health and Substance Use Disorders Treatment Services



November 30, 2023

RE: NOTICE TO BENEFICIARY OF SIGNIFICANT CHANGE IN MHP BENEFICIARY HANDBOOK

Dear Beneficiary,

You are currently receiving services with one of the Mendocino County Mental Health Plan treatment providers. You are receiving this notice because there will be a significant change in the (MHP) Beneficiary Handbook within thirty days.

Explanation of change:

The changes include information on Mobile Crisis Services, added steps for how to ask for non-emergency medical transportation, and a non-discrimination notice and language tagline were added in addition to many other updates. Your treatment provider can assist you with understanding these changes. The Mental Health Plan can also assist you with resources and support if needed. A copy of the Mendocino County Beneficiary Handbook will be available on our website <https://www.mendocinocounty.org/departments/behavioral-health-and-recovery-services/mental-health-services/mental-health-information-for-consumers> and can be provided to you upon request. Also available on the website are the Provider List and Mental Health Plan with additional information to support you with this transition. The Access Line 1-800-555-5906 is another way you can request additional information.

If you would like to designate and authorize a 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 our Access Line on the number above or the Patients' Rights Advocate at BHRSPRA@mendocinocounty.gov or 707-463-4614.

Should you have further questions or need assistance, please contact BHRS Quality Assurance and Performance Improvement at 707-472-2360.

Sincerely,

Jenine Miller, Psy.D., Director of Behavioral Health
Behavioral Health and Recovery Services
cc: Treatment Provider Agency