



# 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 DMC-ODS BENEFICIARY HANDBOOK

**Dear Beneficiary,**

You are currently receiving services with one of the Mendocino County Substance Use Disorder Treatment (SUDT) providers. You are receiving this notice because there will be a significant change in the (DMC-ODS) 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. The DMC-ODS Health Plan can also assist you with resources and support if needed. A copy of the Mendocino County DMC-ODS Beneficiary Handbook is available on our website <https://www.mendocinocounty.org/departments/behavioral-health-and-recovery-services/substance-use/resources> and can be provided to you upon request. For Access to SUDT services in Mendocino County call the Celeron Health Call Center at 1-855-765-9703 or Substance Use Disorder Treatment (SUDT) at 1-707-472-2637.

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](mailto: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