

# Monterey County Behavioral Health Quality Improvement

RE:	Notice of Significant Changes to the Beneficiary Handbook
FORM REFERENCE	Behavioral Health Information Notice No. 25-042
EFFECTIVE DATE	02/01/2026
ISSUE DATE	01/01/2026

As part of ongoing quality improvement efforts and in accordance with the Department of Health Care Services, this notice is to inform members that the Integrated Mental Health Plan and Drug Medi-Cal Organized Delivery System Handbook has been updated. These updates are related to the following 11 services as described below:

- Parent-Child Interaction Therapy (PCIT)
- Functional Family Therapy (FFT)
- Multisystemic Therapy (MST)
- Assertive Community Treatment (ACT)
- Forensic Assertive Community Treatment (FACT)
- Coordinated Specialty Care (CSC) for First Episode Psychosis
- Clubhouse Services
- Enhanced Community Health Worker Services
- Supported Employment
- Traditional Health Care Practices
- In-Reach Services

Monterey County Behavioral Health is required to notify the member of significant changes 30 days prior to 02/01/2026.

This notice and the Integrated Mental Health Plan and Drug Medi-Cal Organized Delivery System Beneficiary Handbook are located on our website:

<https://www.countyofmonterey.gov/government/departments-a-h/health/behavioral-health/bh-home/how-to-get-started>



Members may request this notice and the beneficiary handbook in other languages or formats at no cost upon request by contacting Quality Improvement at (831) 755-4545. In addition, members with disabilities who are unable to access this information online may receive auxiliary aids and services at no cost by calling (831) 755-4545 or TTY: (831) 796-1788.

Como parte de los esfuerzos continuos de mejora de calidad y de conformidad con el Departamento de Servicios de Atención Médica, este aviso tiene como finalidad informar a los miembros que el Manual del Plan de Salud Mental y del Sistema Organizado de Prestación de Servicios de Medicamentos de Medi-Cal ha sido actualizado. Estas actualizaciones están relacionadas con los siguientes 11 servicios:

- Terapia de interacción entre padre e hijo (PCIT, por sus siglas en inglés)
- Terapia familiar funcional (FFT, por sus siglas en inglés)
- Terapia multisistémica (MST, por sus siglas en inglés)
- Tratamiento comunitario asertivo (ACT, por sus siglas en inglés)
- Tratamiento comunitario asertivo forense (FACT, por sus siglas en inglés)
- Atención especializada coordinada (CSC, por sus siglas en inglés) para el primer episodio de psicosis
- Servicios de Casaclub
- Servicios mejorados de trabajadores de salud comunitarios
- Empleo con Apoyo
- Prácticas tradicionales de atención médica
- Servicios de intervención en el entorno

El Departamento de Salud Conductual del condado de Monterey está obligado a notificar a los miembros sobre cambios significativos con 30 días de anticipación antes del 02/01/2026.

Este aviso y el Manual para beneficiarios del Plan de Salud Mental y del Sistema Organizado de Prestación de Servicios de Medicamentos de Medi-Cal se encuentran disponibles en nuestro sitio web:

<https://www.countyofmonterey.gov/government/departments-a-h/health/behavioral-health/bh-home/how-to-get-started>



Los miembros pueden solicitar este aviso y el manual para beneficiarios en otros idiomas o formatos, sin costo alguno, comunicándose con el Departamento de Mejora de la Calidad al (831) 755-4545. Además, los miembros con discapacidades que no puedan acceder a esta información en línea pueden recibir asistencia y servicios adicionales sin costo llamando al (831) 755-4545 o al TTY: (831) 796-1788.





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### **Русский (Russian)**

**ВНИМАНИЕ!** Если вам нужна помощь на вашем родном языке, звоните по номеру [1-888-258-6029] (линия ТТУ: [1-831-796-1788]). Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру [1-888-258-6029] (линия ТТУ: [1-888-258-6029]). Такие услуги предоставляются бесплатно.

### **Español (Spanish)**

**ATENCIÓN:** si necesita ayuda en su idioma, llame al [1-888-258-6029] (TTY: [1-831-796-1788]). También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al [1-888-258-6029] (TTY: [1-831-796-1788]). Estos servicios son gratuitos.

### **Tagalog (Filipino)**

**ATENSIYON:** Kung kailangan mo ng tulong sa iyong wika, tumawag sa [1-888-258-6029] (TTY: [1-831-796-1788]). Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille at malaking print. Tumawag sa [1-888-258-6029] (TTY: [1-831-796-1788]). Libre ang mga serbisyonang ito.

### **ภาษาไทย (Thai)**

**โปรดทราบ:** หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทรศัพท์ไปที่หมายเลข [1-888-258-6029] (TTY: [1-831-796-1788]) น

นอกจากนี้ ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่เป็นอักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปที่หมายเลข [1-888-258-6029] (TTY: [1-831-796-1788])  
ไม่มีค่าใช้จ่ายสำหรับบริการเหล่านี้

### **Українська (Ukrainian)**

**УВАГА!** Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер [1-888-258-6029] (TTY: [1-831-796-1788]). Люди з обмеженими можливостями також можуть скористатися допоміжними засобами та послугами, наприклад, отримати документи, надруковані шрифтом Брайля та великим шрифтом. Телефонуйте на номер [1-888-258-6029] (TTY: [1-831-796-1788]). Ці послуги безкоштовні.

### **Tiếng Việt (Vietnamese)**

**CHÚ Ý:** Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số [1-888-258-6029] (TTY: [1-831-796-1788]). Chúng tôi cũng hỗ trợ và cung cấp các dịch vụ dành cho người khuyết tật, như tài liệu bằng chữ nổi Braille và chữ khổ lớn (chữ hoa). Vui lòng gọi số [1-888-258-6029] (TTY: [1-831-796-1788]). Các dịch vụ này đều miễn phí.

## **NONDISCRIMINATION NOTICE**

Discrimination is against the law. *Monterey County Behavioral Health* follows State and Federal civil rights laws. *Monterey County Behavioral Health* does not unlawfully discriminate, exclude people, or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation.

*Monterey County Behavioral Health* provides:

- Free aids and services to people with disabilities to help them communicate better, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, braille, audio or accessible electronic formats)
- Free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact *Monterey County Behavioral Health* between 8 AM – 5PM by calling 1-888-258-6029. Or, if you cannot hear or speak well, please call (831) 796-1788. Upon request, this document can be made available to you in braille, large print, audio, or accessible electronic formats.

## **HOW TO FILE A GRIEVANCE**

If you believe that *Monterey County Behavioral Health* has failed to provide these services or unlawfully discriminated in another way on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation, you can file a grievance with *Monterey County Quality Improvement Department*. You can file a grievance by phone, in writing, in person, or electronically:

- By phone: Contact *Monterey County Quality Improvement Department* between 8AM – 5PM by calling (831)755-4545. Or, if you cannot hear or speak well, please call TYY/TDD (831) 796-1788.
- In writing: Fill out a complaint form or write a letter and send it to:

Monterey County Behavioral Health  
Quality Improvement Department  
1611 Bunker Hill Way Suite 120  
Salinas, CA 93906

- In person: Visit your doctor's office or *Monterey County Behavioral Health* and say you want to file a grievance.

- Electronically: Visit *Monterey County Behavioral Health's* website at [Behavioral Health - Problem Resolution Process | County of Monterey, CA.](#)
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## **OFFICE OF CIVIL RIGHTS – CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES**

You can also file a civil rights complaint with the California Department of Health Care Services, Office of Civil Rights by phone, in writing, or electronically:

- By phone: Call **916-440-7370**. If you cannot speak or hear well, please call **711 (California State Relay)**.

- In writing: Fill out a complaint form or send a letter to:

**Department of Health Care Services  
Office of Civil Rights  
P.O. Box 997413, MS 0009  
Sacramento, CA 95899-7413**

Complaint forms are available at:

<https://www.dhcs.ca.gov/discrimination-grievance-procedures>

- Electronically: Send an email to [CivilRights@dhcs.ca.gov](mailto:CivilRights@dhcs.ca.gov).
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## **OFFICE OF CIVIL RIGHTS – U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES**

If you believe you have been discriminated against on the basis of race, color, national origin, age, disability or sex, you can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing, or electronically:

- By phone: Call **1-800-368-1019**. If you cannot speak or hear well, please call **TTY/TDD 1-800-537-7697**.

- In writing: Fill out a complaint form or send a letter to:

**U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201**

- Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

- Electronically: Visit the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>