



# Behavioral Health and Recovery Services

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*Providing Mental Health and Substance Use Disorders Treatment Services*



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## RE: NOTICE TO BENEFICIARY OF SIGNIFICANT CHANGE IN BEHAVIORAL HEALTH BENEFICIARY HANDBOOK

**Dear Beneficiary,**

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

Explanation of change:

Starting February 1, 2026, Mental Health Plan (MHP) and Drug Medi-Cal Organized Delivery System (DMC-ODS) counties providing Substance Use Disorder Treatment (SUDT) services are combining the beneficiary handbook into a single Behavioral Health Beneficiary Handbook. When there are any significant changes within the plans, beneficiaries will be notified of the changes. Updates to the new Member Handbook include sections on Additional Information About Your County: Words to Know, Notice of Privacy Practices, and information about new types of services such as: Parent-Child Interaction Therapy (PCIT), Functional Family Therapy (FFT), Assertive Community Treatment (ACT), Coordinated Specialty Care (CSC) for First Episode Psychosis (FEP) and Traditional Health Care Practices (THCP). Your treatment provider can assist you with understanding these changes. The Behavioral Health and Recovery Services can also assist you with resources and support if needed. A copy of the Mendocino County Behavioral Health 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

<https://www.mendocinocounty.gov/departments/behavioral-health-and-recovery-services/substance-use/resources>, 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. For SUDT services, you can contact 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 number listed above or the Patients' Rights Advocate at 1-800-970-5816.

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

Sincerely,  
Mendocino County  
Behavioral Health and Recovery Services

cc: Treatment Provider Agency

## **NONDISCRIMINATION NOTICE**

Discrimination is against the law. Mendocino County Behavioral Health and Recovery Services follows State and Federal civil rights laws. Mendocino County Behavioral Health and Recovery Services 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.

Mendocino County Behavioral Health and Recovery Services 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 Mendocino county Access Line 24 hours a day, 7 days a week by calling 1-800-855-5906. Or, if you cannot hear or speak well, please call 1-800-952-8349. 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 Mendocino County Behavioral Health and Recovery Services 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 Mendocino County Behavioral Health and Recovery Services Quality Assurance and Performance Improvement Unit. You can file a grievance by phone, in writing, in person, or electronically:

- **By phone:** Contact Mendocino County Behavioral Health and Recovery Services Quality Assurance and Performance Improvement Unit (Normal business hours are Monday through Thursday from 8:00 AM to 5:00 PM) by calling 707-472-2360. If you call outside of the business hours, leave a voice message with you contact information and your call

will be answered during business hours. Or, if you cannot hear or speak well, please call TYY/TDD number 1-800-952-8349 (available 24/7).

- In writing: Fill out a complaint form or write a letter and send it to:  
Mendocino County Behavioral Health and Recovery Services  
Quality Assurance/Performance Improvement Unit  
1120 South Dora St.  
Ukiah, CA 95482
- In person: Visit your doctor's office or Mendocino County Behavioral Health and Recovery Services and say you want to file a grievance.
- Electronically: Visit Mendocino County Behavioral Health and Recovery Services website at

<https://www.mendocinocounty.gov/departments/behavioral-health-and-recovery-services/mental-health-services/mental-health-information-for-consumers>

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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).

**NOTICE OF AVAILABILITY OF LANGUAGE ASSISTANCE SERVICES AND  
AUXILIARY AIDS AND SERVICES**

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**English**

ATTENTION: If you need help in your language call [1-800-555-5906] (TTY: 711). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call [1-800-555-5906] (TTY: 711). These services are free of charge.

**العربية (Arabic)**

يُرجى الانتباه: إذا احتجت إلى المساعدة بلغتك، فاتصل بـ [1-800-555-5906] (TTY: 711). تتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة بريل والخط الكبير. اتصل بـ [1-800-555-5906] (TTY: 711). هذه الخدمات مجانية.

**Հայերեն (Armenian)**

ՈՒՇԱԴՐՈՒԹՅՈՒՆ: Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, զանգահարեք [1-800-555-5906] (TTY: 711): Կան նաև օժանդակ միջոցներ ու ծառայություններ հաշմանդամություն ունեցող անձանց համար, օրինակ՝ Բրայլի գրատիպով ու խոշորատառ տպագրված կյութեր: Չանգահարեք [1-800-555-5906] (TTY: 711): Այդ ծառայություններն անվճար են:

**ខ្មែរ (Cambodian)**

ចំណាំ: បើអ្នក ត្រូវ ការជំនួយ ជាភាសា របស់អ្នក សូម ទូរស័ព្ទទៅលេខ [1-800-555-5906] (TTY: 711)។ ជំនួយ និង សេវាកម្ម សម្រាប់ ជនពិការ ដូចជាឯកសារសរសេរជាអក្សរធំ សម្រាប់ជនពិការភ្នែក ឬឯកសារសរសេរជាអក្សរព្រមព្រៀង ក៏អាចរកបានផងដែរ។ ទូរស័ព្ទមកលេខ [1-800-555-5906] (TTY: 711)។ សេវាកម្មទាំងនេះមិនគិតថ្លៃឡើយ។

**繁體中文 (Chinese)**

请注意：如果您需要以您的母语提供帮助，请致电 [1-800-555-5906] (TTY: 711)。另外还提供针对残疾人士的帮助和服务，例如盲文和需要较大字体阅读，也是方便取用的。请致电 [1-800-555-5906] (TTY: 711)。这些服务都是免费的。

**فارسی (Farsi)**

توجه: اگر می‌خواهید به زبان خود کمک دریافت کنید، با [1-800-555-5906] (TTY: 711) تماس بگیرید. کمک‌ها و خدمات مخصوص افراد دارای معلولیت، مانند نسخه‌های خط بریل و چاپ با حروف بزرگ، نیز موجود است. با [1-800-555-5906] (TTY: 711) تماس بگیرید. این خدمات رایگان ارائه می‌شوند.

## **हिंदी (Hindi)**

ध्यान दें: अगर आपको अपनी भाषा में सहायता की आवश्यकता है तो [1-800-555-5906] (TTY: 711) पर कॉल करें। अशक्तता वाले लोगों के लिए सहायता और सेवाएं, जैसे ब्रेल और बड़े प्रिंट में भी दस्तावेज़ उपलब्ध हैं। [1-800-555-5906] (TTY: 711) पर कॉल करें। ये सेवाएं नि: शुल्क हैं।

## **Hmoob (Hmong)**

CEEB TOOM: Yog koj xav tau kev pab txhais koj hom lus hu rau [1-800-555-5906] (TTY: 711). Muaj cov kev pab txhawb thiab kev pab cuam rau cov neeg xiam oob qhab, xws li puav leej muaj ua cov ntawv su thiab luam tawm ua tus ntawv loj. Hu rau [1-800-555-5906] (TTY: 711). Cov kev pab cuam no yog pab dawb xwb.

## **日本語 (Japanese)**

注意日本語での対応が必要な場合は [1-800-555-5906] (TTY: 711)へお電話ください。点字の資料や文字の拡大表示など、障がいをお持ちの方のためのサービスも用意しています。 [1-800-555-5906] (TTY: 711)へお電話ください。これらのサービスは無料で提供しています。

## **한국어 (Korean)**

유의사항: 귀하의 언어로 도움을 받고 싶으시면 [1-800-555-5906] (TTY: 711) 번으로 문의하십시오. 점자나 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한 도움과 서비스도 이용 가능합니다. [1-800-555-5906] (TTY: 711) 번으로 문의하십시오. 이러한 서비스는 무료로 제공됩니다.

## **ພາສາລາວ (Laotian)**

ປະກາດ: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໂທຫາເບີ [1-800-555-5906] (TTY: 711). ຍັງມີຄວາມຊ່ວຍເຫຼືອແລະການບໍລິການສໍາລັບຄົນພິການ ແລະ ຜູ້ເອກະສານທີ່ເປັນອັກສອນນູນແລະມີໂຕພິມໃຫຍ່ ໃຫ້ໂທຫາເບີ [1-800-555-5906] (TTY: 711). ການບໍລິການເຫຼົ່ານີ້ບໍ່ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ.

## **Mien**

LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiemx longc mienh tengx faan benx meih nyei waac nor douc waac daaih lorx taux [1-800-555-5906] (TTY: 711) Liouh lorx jauv-louc tengx aengx caux nzie gong bun taux ninh mbuo wuaaic fangx mienh, beiv taux longc benx nzangc-pokc bun hluo mbiutc aengx caux aamz mborqv benx domh sou se mbenc nzoih bun longc. Douc waac daaih lorx [1-800-555-5906] (TTY: 711). Naaiv deix nzie weih gong-bou jauv-louc se benx wang-henh tengx mv zuqc cuotv nyaanh oc.

## **ਪੰਜਾਬੀ (Punjabi)**

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਾਲ ਕਰੋ [1-800-555-5906] (TTY: 711). ਅਪਾਹਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ। ਕਾਲ ਕਰੋ [1-800-555-5906] (TTY: 711)। ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।

### **Русский (Russian)**

ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру [1-800-555-5906] (линия ТТУ: 711). Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру [1-800-555-5906] (линия ТТУ: 711). Такие услуги предоставляются бесплатно.

### **Español (Spanish)**

ATENCIÓN: si necesita ayuda en su idioma, llame al [1-800-555-5906] (TTY: 711). También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al [1-800-555-5906] (TTY: 711). Estos servicios son gratuitos.

### **Tagalog (Filipino)**

ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa [1-800-555-5906] (TTY: 711). Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille at malaking print. Tumawag sa [1-800-555-5906] (TTY: 711). Libre ang mga serbisyong ito.

### **ภาษาไทย (Thai)**

โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทรศัพท์ไปที่หมายเลข [1-800-555-5906] (TTY: 711) น

นอกจากนี้ ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่เป็นอักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปที่หมายเลข [1-800-555-5906] (TTY: 711) ไม่มีค่าใช้จ่ายสำหรับบริการเหล่านี้

### **Українська (Ukrainian)**

УВАГА! Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер [1-800-555-5906] (TTY: 711). Люди з обмеженими можливостями також можуть скористатися допоміжними засобами та послугами, наприклад, отримати документи, надруковані шрифтом Брайля та великим шрифтом. Телефонуйте на номер [1-800-555-5906] (TTY: 711). Ці послуги безкоштовні.

### **Tiếng Việt (Vietnamese)**

CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số [1-800-555-5906] (TTY: 711). 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 [1-800-555-5906] (TTY: 711). Các dịch vụ này đều miễn phí.