



County of Santa Cruz



HEALTH SERVICES AGENCY

Behavioral Health Division

Quality Improvement

1400 Emeline Ave. Building K, Santa Cruz, CA 95060

Phone: (800) 952-2335 Fax: (831) 454-4770

12/1/2024

RE: UPDATE TO BENEFICIARY HANDBOOK

Plan: Specialty Mental Health Plan

Drug Medi-Cal Organized Delivery System (Substance Use Disorder Services) DMC-ODS (SUD)

Dear Client,

The ***Beneficiary Handbook*** for the Specialty Mental Health Plan and the Drug Medi-Cal Organized Delivery System (Substance Use Disorder Services) of Santa Cruz County Behavioral Health (SCBH) has been updated and combined into one document. The handbook explains how to access mental health and substance use disorder services offered by SCBH, and information regarding your rights and responsibilities as a beneficiary. This letter is to inform you that the Handbook will be updated effective January 1, 2025.

These significant changes have been made to the Handbook:

- Combined into one document
- Justice-Involved Reentry Services

Updated ***Beneficiary Handbooks*** for both Plans are available on the Santa Cruz County Behavioral Health website, Client Information tab: www.santacruzhealth.org/bhmembers. If you are unable to access this information online, Behavioral Health will support you in accessing the information by a method that allows you to receive the updated information.

If you want to receive a copy of the update, and/or need help accessing the information, or if you have any questions, please feel free to contact us at:

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Sincerely,
Santa Cruz County Behavioral Health