



**2025 Department of Health Care Services (DHCS):  
Non-Specialty Mental Health Services (NSMHS)  
Outreach and Education Plan**

## **Other languages and formats**

---

### **Other languages**

You can get this Outreach and Education Plan and other plan materials in other languages at no cost to you. Central California Alliance for Health provides written translations from qualified translators. Call Member Services at 1-800-700-3874 (TTY 1-800-735-2929 or 711). The call is free.

---

### **Other formats**

You can get this information in other formats such as braille, 20-point font large print, audio, and accessible electronic formats at no cost to you. Call Member Services at 1-800-700-3874 (TTY 1-800-735-2929 or 711). The call is free.

---

Call member services at 1-800-700-3874 (TTY 1-800-735-2929). Central California Alliance for Health is here 8 AM – 5:30 PM, Monday through Friday. The call is free. Or call the California Relay Line at 711. Visit online at [www.thealliance.health](http://www.thealliance.health).

### **Interpreter services**

Central California Alliance for Health provides oral interpretation services from a qualified interpreter, on a 24-hour basis, at no cost to you. You do not have to use a family member or friend as an interpreter. We discourage the use of minors as interpreters unless it is an emergency. Interpreter, linguistic, and cultural services are available at no cost to you. Help is available 24 hours a day, 7 days a week. For language help or to get this handbook in a different language, call Member Services at 1-800-700-3874 (TTY 1-800-735-2929 or 711). The call is free.

**English**

ATTENTION: If you need help in your language, call 1- 800-700-3874 (TTY: 1-800-735-2929 or 711). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call 1-800-700- 3874 (TTY: 1-800-735-2929 or 711). These services are free of charge.

**الشعار بالعربية (Arabic)**

يُرجى الانتباه: إذا احتجت إلى المساعدة بلغتك، فاتصل بـ 1-800-700-3874 (TTY: 1-800-735-2929). تتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة بريل والخط الكبير. اتصل بـ 1-800-700-3874 (TTY: 1-800-735-2929). هذه الخدمات مجانية.

**Հայերեն պիտակ (Armenian)**

ՈՒՇԱԴՐՈՒԹՅՈՒՆ: Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, զանգահարեք 1-800-700-3874 (TTY: 1-800-735-2929): Կան նաև օժանդակ միջոցներ ու ծառայություններ հաշմանդամություն ունեցող անձանց համար, օրինակ՝ Բրայլի գրատիպով ու խոշորատառ տպագրված նյութեր: Չանգահարեք 1-800-700-3874 (TTY: 1-800-735-2929): Այդ ծառայություններն անվճար են:

**ប្រាសាទខ្មែរ (Cambodian)**

ចំណាំ: បើអ្នក ត្រូវ ការជំនួយ ជាភាសា របស់អ្នក សូម ទូរស័ព្ទទៅលេខ 1-800-700-3874 (TTY: 1-800-735-2929)។ ជំនួយ និង សេវាកម្ម សម្រាប់ ជនពិការ ដូចជាឯកសារសរសេរជាអក្សរធំ សម្រាប់ជនពិការភ្នែក ឬឯកសារសរសេរជាអក្សរព្រមព្រៀង ក៏អាចរកបានផងដែរ។ ទូរស័ព្ទមកលេខ 1-800-700-3874 (TTY: 1-800-735-2929)។ សេវាកម្មទាំងនេះមិនគិតថ្លៃឡើយ។

**简体中文标语 (Simplified Chinese)**

请注意：如果您需要以您的母语提供帮助，请致电 1-800-700-3874 (TTY: 1-800-735-2929)。我们另外还提供针对残疾人士的帮助和服务，例如盲文和大字体阅读，提供您方便取用。请致电 1-800-700-3874 (TTY: 1-800-735-2929)。这些服务都是免费的。

**مطلب به زبان فارسی (Farsi)**

تماس (TTY: 1-800-735-2929) توجه: اگر می‌خواهید به زبان خود کمک دریافت کنید، با 1-800-700-3874 بگیرید. کمک‌ها و خدمات مخصوص افراد دارای معلولیت، مانند نسخه‌های خط بریل و چاپ با حروف بزرگ، نیز تماس بگیرید. این خدمات رایگان (TTY: 1-800-735-2929) موجود است. با 1-800-700-3874 ارائه می‌شوند.

**हिंदी टैगलाइन (Hindi)**

ध्यान दें: अगर आपको अपनी भाषा में सहायता की आवश्यकता है तो 1-800-700-3874 (TTY: 1-800-735-2929) पर कॉल करें। अशक्तता वाले लोगों के लिए सहायता और सेवाएं, जैसे ब्रेल और

बड़े प्रिंट में भी दस्तावेज़ उपलब्ध हैं। 1-800-700-3874 (TTY: 1-800-735-2929) पर कॉल करें। ये सेवाएं नि: शुल्क हैं।

### **Nqe Lus Hmoob Cob (Hmong)**

CEEB TOOM: Yog koj xav tau kev pab txhais koj hom lus hu rau 1-800-700-3874 (TTY: 1-800-735-2929). 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 1-800-700-3874 (TTY: 1-800-735-2929). Cov kev pab cuam no yog pab dawb xwb.

### **日本語表記 (Japanese)**

注意日本語での対応が必要な場合は 1-800-700-3874 (TTY: 1-800-735-2929)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。 1-800-700-3874 (TTY: 1-800-735-2929)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 태그라인 (Korean)**

유의사항: 귀하의 언어로 도움을 받고 싶으시면 1-800-700-3874 (TTY: 1-800-735-2929) 번으로 문의하십시오. 점자나 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한 도움과 서비스도 이용 가능합니다. 1-800-700-3874 (TTY: 1-800-735-2929) 번으로 문의하십시오. 이러한 서비스는 무료로 제공됩니다.

### **ແທກໄລພາສາລາວ (Laotian)**

ປະກາດ: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໂທຫາເບີ 1-800-700-3874 (TTY: 1-800-735-2929). ຍັງມີຄວາມຊ່ວຍເຫຼືອແລະການບໍລິການສໍາລັບຄົນພິການ ເຊັ່ນເອກະສານທີ່ເປັນອັກສອນນູນແລະມີໂຕພິມໃຫຍ່ໃຫ້ໂທຫາເບີ 1-800-700-3874 (TTY: 1-800-735-2929). ການບໍລິການເຫຼົ່ານີ້ບໍ່ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ.

### **Mien Tagline (Mien)**

LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiex longc mienh tengx faan benx meih nyei waac nor douc waac daaih lorx taux 1-800-700-3874 (TTY: 1-800-735-2929). 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 1-800-700-3874 (TTY: 1-800-735-2929). Naaiv deix nzie weih gong-bou jauv-louc se benx wang-henh tengx mv zuqc cuotv nyaanh oc.

### **ਪੰਜਾਬੀ ਟੈਗਲਾਈਨ (Punjabi)**

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਾਲ ਕਰੋ 1-800-700-3874 (TTY: 1-800-735-2929). ਅਪਾਰਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਿ ਉਪਲਬਧ ਹਨ। ਕਾਲ ਕਰੋ 1-800-700-3874 (TTY: 1-800-735-2929). ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।

### **Русский слоган (Russian)**

ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру 1-800-700-3874 (линия TTY: 1-800-735-2929). Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру 1-800-700-3874 (линия TTY: 1-800-735-2929). Такие услуги предоставляются бесплатно.

### **Mensaje en español (Spanish)**

ATENCIÓN: si necesita ayuda en su idioma, llame al 1-800-700-3874 (TTY: 1-800-855-3000). También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al 1-800-700-3874 (TTY: 1-800-855-3000). Estos servicios son gratuitos.

### **Tagalog Tagline (Tagalog)**

ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa 1-800-700-3874 (TTY: 1-800-735-2929). Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille at malaking print. Tumawag sa 1-800-700-3874 (TTY: 1-800-735-2929). Libre ang mga serbisyonang ito.

### **ແທັກໂລໂນກາຊາໄທຍ (Thai)**

โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทรศัพท์ไปที่หมายเลข 1-800-700-3874 (TTY: 1-800-735-2929) นอกจากนี้ ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่เป็นอักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปที่หมายเลข 1-800-700-3874 (TTY: 1-800-735-2929) ไม่มีค่าใช้จ่ายสำหรับบริการเหล่านี้

### **Примітка українською (Ukrainian)**

УВАГА! Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер 1-800-700-3874 (TTY: 1-800-735-2929). Люди з обмеженими можливостями також можуть скористатися допоміжними засобами та послугами, наприклад, отримати документи, надруковані шрифтом Брайля та великим шрифтом. Телефонуйте на номер 1-800-700-3874 (TTY: 1-800-735-2929). Ці послуги безкоштовні.

### **Khẩu hiệu tiếng Việt (Vietnamese)**

CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số 1-800-700-3874 (TTY: 1-800-735-2929). 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 1-800-700-3874 (TTY: 1-800-735-2929). Các dịch vụ này đều

## **Notice of Non-Discrimination**

Discrimination is against the law. Central California Alliance for Health (the Alliance) follows State and Federal civil rights laws. The Alliance 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.

The Alliance 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, audio, accessible electronic formats, other 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 the Alliance between 8 AM – 5:30 PM, Monday through Friday, by calling **800-700-3874**. If you cannot hear or speak well, please call **800-735-2929 (TTY: Dial 711)**. Upon request, this document can be made available to you in braille, large print, audiocassette, or electronic form. To obtain a copy in one of these alternative formats, please call or write to:

Central California Alliance for Health  
1600 Green Hills Rd, Suite 101  
Scotts Valley, CA 95066  
800-700-3874  
800-735-2929 (TTY: Dial 711)

## **HOW TO FILE A GRIEVANCE**

**Serving Mariposa, Merced, Monterey, San Benito and Santa Cruz counties**  
[www.thealliance.health](http://www.thealliance.health) • 800-700-3874

If you believe that the Alliance 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 the Alliance's Civil Rights Coordinator, also known as the Senior Grievance Specialist. You can file a grievance by phone, in writing, in person, or electronically:

- By phone: Contact the Alliance's Senior Grievance Specialist between 8 AM and 5:30 PM, Monday through Friday, by calling **800-700-3874**. Or, if you cannot hear or speak well, please call **800-735-2929** (TTY: Dial 711).
- In writing: Fill out a complaint form or write a letter and send it to:

Central California Alliance for Health  
Attn: Senior Grievance Specialist  
1600 Green Hills Rd, Suite 101  
Scotts Valley, CA 95066

- In person: Visit your doctor's office or the Alliance and say you want to file a grievance.
- Electronically: Visit the Alliance's website at [www.thealliance.health](http://www.thealliance.health).

## **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 (Telecommunications Relay Service)**.
- In writing: Fill out a complaint form or send a letter to:

**Deputy Director, Office of Civil Rights  
Department of Health Care Services**

**Serving Mariposa, Merced, Monterey, San Benito and Santa Cruz counties**  
[www.thealliance.health](http://www.thealliance.health) • 800-700-3874

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

Complaint forms are available at  
[http://www.dhcs.ca.gov/Pages/Language\\_Access.aspx](http://www.dhcs.ca.gov/Pages/Language_Access.aspx).

- Electronically: Send an email to [CivilRights@dhcs.ca.gov](mailto:CivilRights@dhcs.ca.gov).

### **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>.

**Serving Mariposa, Merced, Monterey, San Benito and Santa Cruz counties**  
[www.thealliance.health](http://www.thealliance.health) • 800-700-3874





## **2025 Department of Health Care Services (DHCS): Non-Specialty Mental Health Services Outreach and Education Plan**

The Purpose of the Outreach and Education Plan, as required by DHCS to all Managed Care Plans (MCP), is to ensure that all members and providers of Central California Alliance for Health (The Alliance) are aware of the Non-Specialty Mental Health Services (NSMHS) provided by The Alliance, and how to access them. The Alliance ensures that there is an annual outreach and education plan in place that is influenced by our members, providers, stakeholders, various committees, utilization of the current NSMHS benefit and enrollee experience.

The DHCS All Plan Letter highlighting the Outreach and education plan requirements can be found at [APL 24-012](#).

# **Department of Health Care Services: Non-Specialty Mental Health Services (NSMHS) Outreach and Education Plan**

## **Multiple Points of Contact for Member Access**

Members can access information about behavioral health benefits offered by the Alliance here on our website: [Behavioral Health Care - Central California Alliance for Health](#)

On the back of their Alliance ID card is information on connecting with our Managed Behavioral Health Organization (MBHO), Carelon. Note that Carelon will provide the NSMHS benefit through 6/30/2025. As of 7/1/2025, The Alliance will coordinate the NSMHS internally. More information on ID cards can be found here : [Member ID Card - Central California Alliance for Health](#)

Members can also find the most updated Member Handbook on our website [Medi-Cal - Medi-Cal Member Handbook - Central California Alliance for Health](#), which provides additional information on Behavioral Health services.

If a member has questions or concerns regarding behavioral health services, this email can be contacted for support [BehavioralHealthEscalation@ccah-alliance.org](mailto:BehavioralHealthEscalation@ccah-alliance.org), which is also listed on our member facing Behavioral Health webpage above. These emails are routed directly to our internal Behavioral Health Department who will review, disperse to correct departments and members should receive a reply within 2 business days.

Members have a right to timely access of care to all health care services. For routine Mental Health services, members should be able to get an appointment within 10 business days for non-prescribing providers (such as therapists) and 15 business days for prescribing providers (such as psychiatry).

---

## **Primary Care Provider Outreach and Education**

The Alliance partners with Primary Care providers, specialists, and behavioral health providers to refer to and manage those with NSMHS needs. The Alliance also partners with community-based organizations, navigators, community health workers and other trained providers to assist in education and linking members to NSMHS benefits as needed. All Behavioral Health providers are contracted through our MBHO through 6/30/25. As of

**Serving Mariposa, Merced, Monterey, San Benito and Santa Cruz counties**  
[www.thealliance.health](http://www.thealliance.health) • 800-700-3874

7/1/25, the Alliance will hold contracts and credentialing for behavioral health care providers for the NSMHS benefit.

If you are a provider with the Alliance, you can find helpful information here on our website for information on Behavioral Health Services [Behavioral Health - Central California Alliance for Health](#). You may also reference the Provider manual for more detailed information on the NSMHS benefits here [Provider Manual - Central California Alliance for Health](#).

If a provider has questions or concerns regarding the Behavioral Health benefits, they can email [BH\\_ProviderEscalation@ccah-alliance.org](mailto:BH_ProviderEscalation@ccah-alliance.org), which is also listed on our Provider facing Behavioral Health page above. These emails are routed directly to our internal Behavioral Health Department who will review, disperse to correct departments and providers should receive a reply within 2 business days

The Alliance also hosts quarterly meetings referred to as Quality Improvement and Health Equity Committee (QIHEC). Core membership consists of Alliance network providers, such as but not limited to: Hospitals, clinics, county partners, fully delegated subcontractors; ensuring representation of all required specialties. Representation composition of the provider network and those that provide health care services to members affected by health disparities, limited English proficiency (LEP), children with special health care needs, seniors and persons with disabilities, and persons with chronic conditions. Committee members must be in good standing with the Alliance. QIHEC meeting minutes are included and posted externally for the community within the Board meeting packets here [Meetings and Events Archives - Central California Alliance for Health](#).

More information about our Quality Improvement and Health Equity transformation program (QIHETP) can be found in the Provider manual under the Quality and Performance Improvement Program Section, which also includes information on applicable Alliance policies for QIHETP (404-1101) [Provider Manual](#).

Additional resources for Alliance providers are available on our website as well. Some resources include but are not limited to:

- [Assisting Persons with Serious Mental Illness \(SMI\) - Central California Alliance for Health](#)
- [Webinars and Training - Central California Alliance for Health](#)
- [Attend these upcoming Adverse Childhood Experiences \(ACEs\) trainings - Central California Alliance for Health](#)

The Alliance Provider manual is updated, at minimum, twice a year. There are also provider bulletins that are released that may outline important updates to benefits.

If you are a primary care provider and wish to refer a member to NSMHS, the current referral form can be found here [Carelon Primary Care Provider \(PCP\) Referral Form - Central California Alliance for Health](#).

Our MBHO also has several resources available to the public on their website at [Carelon Behavioral Health of California](#) . Carelon credentialed providers are provided training information on the NSMHS benefit, the DHCS state required screening and transition of care tools and how to refer for care.

---

## Developed with Stakeholder and Tribal Partner Engagement

In alignment with DHCS [APL 24-002](#), The Alliance has a designated tribal liaison that supports tribal partners with questions, concerns, contracting, and referrals. There are currently two tribal provider partners in the Alliance network.

The Alliance Behavioral Health department presents, at minimum annually, at our Community Advisory Committee (CAC), which is referred to as the Member Services Advisory Committee (MSAG) on information regarding NSMHS, what services are covered and how to access them. This group represents a diverse background and experience to contribute to identifying barriers to access and suggest effective strategies for our communities.

In 2024, the Alliance BH team presented at the February 2024 MSAG meeting, as well as the Whole Child Model Family Advisory Committee in March 2024, in order to solicit feedback on the NSMHS benefit, how to access services and gaps in care. Meeting minutes can be found below. The Alliance BH team will be presenting again at MSAG in Quarter 1 of 2025.

- [MSAG\\_Agenda\\_Packet-6.pdf](#)
- [Whole Child Model Family Advisory Committee](#)

If you are an Alliance member and are interested in joining an Advisory group, such as MSAG, more information can be found here. [Join an Advisory Group - Central California Alliance for Health](#)

If you are an Alliance member and would like to read historical member newsletters on a variety of topics, including behavioral health services, these can be found here [Member Newsletter Archives - Central California Alliance for Health](#)

---

## Alignment with Population Needs Assessment (PNA)/NCQA Population Assessment

Though many of the Alliance service areas include Behavioral Health as a focus in their Community Health Assessments, not all do. When included, that community input will inform this plan.

Currently, the Alliance participates in completion of a Population Health Management (PHM) strategy or all of our county service areas. The Alliance participates in two concurrent PNA processes: 1) an internal data driven PNA required for NCQA (NCQA PNA) and 2) a collaborative effort in partnership with the Local Health Jurisdiction (LHJ) in each of the Alliance's five service areas (DHCS PNA). Both inform the Population health management program.

The Alliance is currently in process of gaining NCQA accreditation, in which at that time, the most recently approved NCQA Population Needs Assessment will consistently include analysis of behavioral health benefit utilization across the Alliance service area, as well as broken down by key demographics. Also included in this plan is a resource assessment to be able to better serve members with a severe mental illness or emotional disturbance. As such, this PNA will be the primary informer of the annual Outreach and Education Plan.

See next section: Alignment with Utilization Assessment for more information on trends identified and interventions.

---

## **Alignment with Utilization Assessment**

As Carelon is our current MBHO administering the NSMHS benefit, we are able to collaborate with them to identify utilization of the NSMHS, trends and needs. See Appendix A for more information.

A utilization assessment that includes Gender identity and sexual orientation is not yet available. QIHEC strategy is to increase data collections, with aspirations to collect it from the member portal in the future.

Current Themes across 2023 and 2024 (Year to date) Data:

1. Anxiety and Depressive Disorders are the highest diagnosed mental health conditions that access the NSMHS benefit
2. There is almost twice as many female members accessing the NSMHS than males.
3. The age bracket with the highest utilization (65%) is 19–64-year-olds members.
4. those that identify as Latino/Latina is highest Unique utilizers by race (~58%)
5. The highest cost service is Applied Behavior Analysis (ABA), which is generally a service for 0-21 and accessed for those with a diagnosis of Autism.
6. Santa Cruz County has the highest penetration rates for the NSMHS benefit, with Monterey following. Merced, San Benito and Mariposa are lower penetration rates.

To support improvement in these themes, the Alliance, along with our MBHO have done the following interventions:

1. Engaged a subset of Monterey County Primary care partners in collaborative discussions about the NSMHS benefit, barriers, needs and how to refer.
2. Began to have engagement and collaboration with local Emergency Departments (EDs), regarding topics such as: Data exchange, high utilizers, accessing behavioral health services and discussing follow up interventions to reduce behavioral health needs in local EDs.
3. Engaged with Carelon to monitor and increase timely access and provider network for the ABA benefit.
4. Engaged with Carelon to ensure their provider network has adequate representation for members with other primary language requests.
5. The Alliance BH department engages with all our County Mental Health Plans (MHPs) and Regional Centers (RCs) at minimum quarterly, and at times monthly to discuss referrals, transitions of care, collaboration regarding member needs and interventions to support our communities.

Additionally, In Quarter 2 of 2024, Behavioral Health and Quality Improvement partnered to identify goals related to increasing utilization in lower utilization counties, such as Merced County, intervention strategies and current progress. These meetings and plans are held quarterly and posted on this page.

For more information on Quality improvement goals pertaining to behavioral health and the plan overall, you may access them here: [Regulatory Information - Central California Alliance for Health](#) under Quality Improvement Population Health and Health Equity plans

The Alliance, via our MBHO, engages members in the ECHO survey. This Survey is an assessment of member satisfaction with Behavioral Health services and is run in alignment with NCQA standards. The results of this survey inform areas for quality improvement and best practices. Results will be shared externally via collaborative provider meetings and internally among appropriate Alliance staff.

---

## **Alignment with National Culturally & Linguistically Appropriate Services Standards**

The Alliance, in alignment with [APL 21-004](#), will offer language assistance to those who have limited English proficiency and/or other communication needs at no cost to them, to facilitate timely access to all health care and services.

Alliance members have access to language assistance in their preferred language, both verbally and in writing, for all member facing materials.

More information about The Alliance Language Assistance services can be found here [Alliance Language Assistance Services - Central California Alliance for Health](#) and here [Taglines](#)

The Alliance follows all DHCS requirements for language assistance services, including APL 21-004, [APL 22-002](#) and [APL 18-016](#).

The Alliance contracts with interpreting services vendors for both in-person and telephonic interpreting services. As part of the vendor contracts the vendor must have quality assurance processes and their staff meet requirements as Qualified Interpreters to provide the services. Additionally, the Alliance requires any staff that are hired for bilingual positions to pass a bilingual assessment upon hire to ensure the skill set meets requirements to interpret information with members.

The Alliance follows DHCS readability and suitability standards for materials provided to members. The Alliance follows DHCS requirements for threshold and concentration languages to ensure that members are provided written materials in the threshold and concentration languages for the service areas. Written materials are also available for members that request Alternative Format Selection (AFS) for example large print or braille. All flyers and materials created by the Alliance for members are reviewed for readability, suitability and then translated by a contracted Translation vendor that as part of the contract has quality assurance process and utilizes Qualified Translators.

The Alliance has a community advisory committee called the Member Services Advisory Group (MSAG). The Alliance shares information regarding member programs, services and gathers feedback from the MSAG group. The Alliance provides updates to MSAG on language assistance services and gathers feedback on how to improve services.

Additionally, as part of NCQA requirements the Alliance collects feedback from members that have utilized the language assistance services in order to evaluate the services and make improvements.

---

## **Best Practices in Stigma Reduction**

The Alliance partners with all five of our county Mental Health Plans and Drug Medi-Cal Organized Delivery Systems (MHP and DMS-ODS) to coordinate efforts to educate members on accessing mental health and behavioral health services.

Information on the MHP/DMC-ODS services and contact information can be found here [Behavioral Health Care - Central California Alliance for Health](#).

On this site, members can also find additional resources, hotlines, links and phone numbers to education and support related to Behavioral health needs, such as the National Alliance on Mental Illness (NAMI), 211, 988, The National Eating Disorders Association and More!

Per the Memorandums of Understanding (MOU) with our MHP/DMC-ODS partners, the Alliance meets at minimum quarterly with each county, however many times on a monthly cadence to coordinate around outreach, education, duplication of services, best practices and collaborate on other topics pertaining to MOU requirements. In addition to our regularly scheduled cadence of meetings, the Alliance, our MBHO and other teams as applicable, also have communication with county MHP leadership and staff, including the Mental Health Services Act (MHSA) coordinators.

Our executed MOUs with the MHP/DMC-ODS systems and meeting dates can be found here [Regulatory Information - Central California Alliance for Health](#).

The Alliance Behavioral Health Department provided internal optional training to Alliance staff regarding the NSMHS benefit and stigma reduction in Quarter 4 of 2023 and Quarter 1 of 2024, in order to increase awareness and education of our own staff.

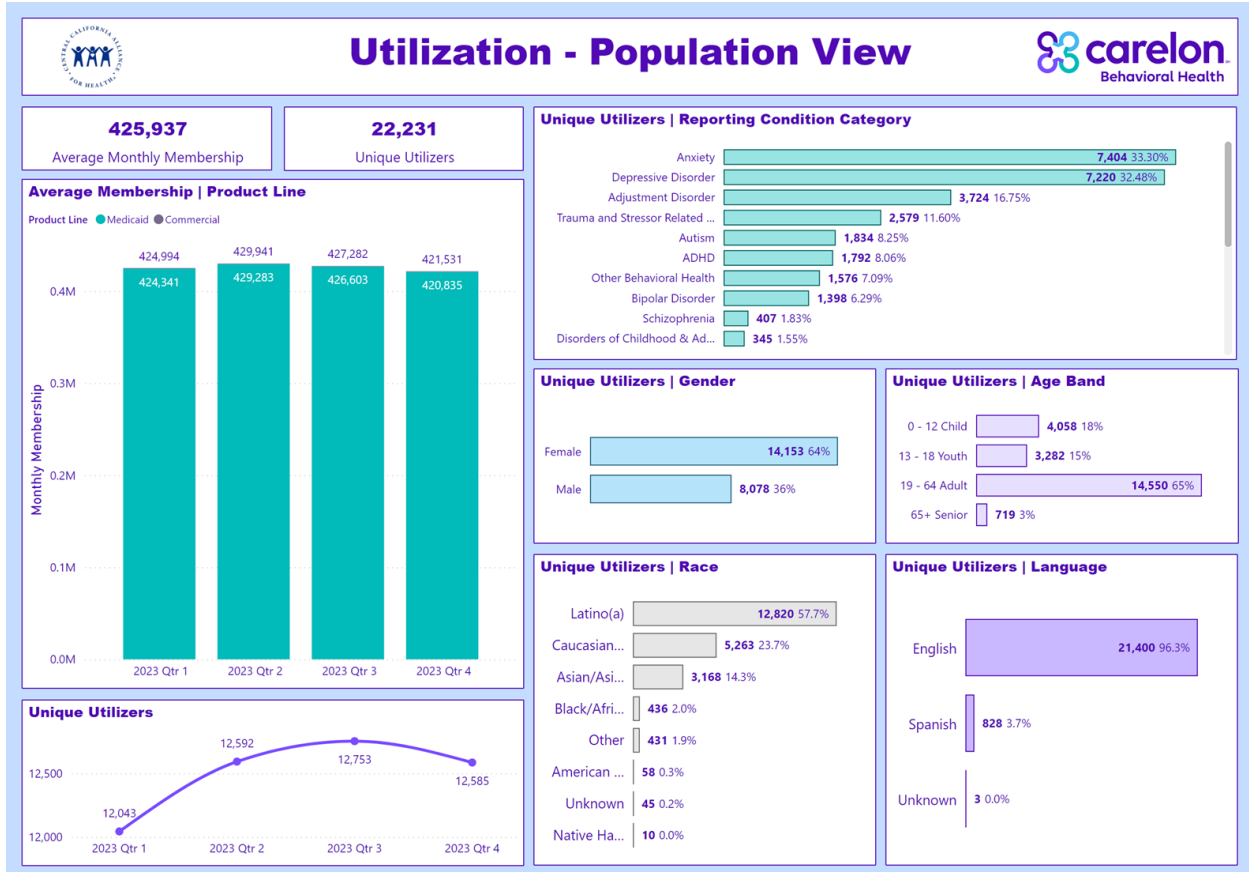
As the Alliance prepares to bring the NSMHS internal as of 7/1/24, ongoing trainings are being developed to continue to further this goal.

The NSMHS benefit will be integrated amongst other departments and benefits, in order to support narrative that behavioral healthcare is just as important as physical healthcare!



# Appendix A:

## Utilization Assessment Population 2023



# Utilization Assessment Population 2024

