



December 2, 2024

RE: Update to Behavioral Health Member Handbook

Dear Member,

We are updating the ***Behavioral Health Member Handbook*** for San Joaquin County Behavioral Health Services (SJCBS). Before, there were two separate handbooks: one for Specialty Mental Health Services and one for the Drug Medi-Cal Organized Delivery System. Now, we have combined them into one easy-to-use handbook.

This new handbook explains how to get both specialty mental health services and substance use disorder services from SJCBS. It also covers your rights and responsibilities as a member. This handbook will go into effect on January 1, 2025.

The new handbook includes a significant change called the ***Justice-Involved Reentry*** benefit, which provides health services to members up to 90 days before they are released from incarceration. Another significant change is that we are required to resolve grievances and appeals within 30 days from the date the grievance or appeal was filed. An additional change is that a request for a 14-day extension to resolve grievances or appeals was eliminated.

Starting January 1, 2025, you will be able to find the updated handbook on the SJCBS website, www.sjcbhs.org. If you need a copy or have any questions, you can also ask SJCBS staff.

Thank you,

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