

Drug Medi-Cal Organized Delivery System (DMC-ODS) Beneficiary Material Order Form

Instructions: This form is for County of San Diego DMC-ODS Beneficiary Materials hard copy requests only.

- Complete the form below by indicating the number of copies you would like to receive in the designated box for each threshold language.
- Send completed forms to QIMatters.hhsa@sdcountry.ca.gov or fax to (619) 236-1953.
- Allow 3-5 Business days to process. County staff will notify you when materials are ready for pick-up.
- Pick-up materials within 7 days of notice from Monday to Friday between 8:30am to 3:00pm, at:

Behavioral Health Services (BHS) Administration
3255 Camino Del Rio S, San Diego, CA 92108

Program Name:		Contact Person:		Date of Request:						
Email Address:		Phone Number:								
All County of San Diego DMC-ODS Beneficiary Materials are available in electronic format on www.optumsandiego.com.										
County of San Diego DMC-ODS Beneficiary Materials	English	Spanish	Tagalog	Arabic	Chinese	Dari	Farsi	Korean	Somali	Vietnamese
County of San Diego DMC-ODS Beneficiary Handbook <small>(Limit of 5 per request per language)</small>										
County of San Diego DMC-ODS Quick Guide <small>(Limit of 50 per request per language)</small>										
Grievance and Appeal Procedures Brochure <small>(Limit of 50 per request per language)</small>										
Access and Crisis Line Poster <small>(Limit of 10 per request per language)</small>										
Grievance and Appeal Poster <small>(Limit of 10 per request per language)</small>										
Limited English Proficiency (LEP) Poster <small>(Limit of 10 per request per language)</small>										
Grievance and Appeal Client Form	Available in all threshold languages for printing at www.optumsandiego.com (On the Beneficiary Tab on the "Drug Medi-Cal Organized Delivery System" page)									
Advance Directive Brochure										
Self-Addressed Envelopes for Grievances and Appeals	Contact the Advocacy Agencies (JFS or CCHEA) directly. They will provide programs with postage paid self-addressed envelopes for clients. Postage paid self-addressed envelopes are required to be provided to clients for mailing grievances and appeals. For Residential Services, call JFS at 800-479-2233 For Outpatient Services, call CCHEA at 877-734-3258									
Behavioral Health Services Provider Directory	The English Provider Directory and link for threshold languages Provider Directory are available at the link below: https://optumsandiego.com/content/SanDiego/sandiego/en/community-resources/providerdirectory1/provider-directory-in-other-languages.html									



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