

Mental Health Plan (MHP) Beneficiary Material Order Form

Instructions: This form is for County of San Diego MHP 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@sdcounty.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 Name:		Date of Request:						
Email Address:		Phone Number:								
All County of San Diego MHP Beneficiary Materials are available in electronic format on www.optumsandiego.com										
County of San Diego MHP Beneficiary Materials	English	Spanish	Tagalog	Arabic	Chinese	Dari	Farsi	Korean	Somali	Vietnamese
Access and Crisis Line Poster										
Limited English Proficiency (LEP) Poster										
Quick Guide to Mental Health Services for Adults, Older Adults, and Children <i>(Limit of 50 per request)</i>										
County of San Diego MHP Beneficiary Handbook <i>(Limit of 10 per request)</i>										
Grievance and Appeal Brochure <i>(Limit of 50 per request)</i>										
Grievance and Appeal Poster										
Self-Addressed Envelopes for Grievances or Appeals	<p>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.</p> <p style="text-align: center;">For Residential Services, call JFS at 619-282-1134 or 800-479-2233 For Outpatient Services, call CCHEA at 877-734-3258</p>									
Client Grievance and Appeal Form	Available in all threshold languages for printing at www.optumsandiego.com (Beneficiary Tab)									
Advance Directive Brochure										
MHP's (County Operated) Notice of Privacy Practices – County Programs Only										
Physicians Notice to Patients – California Regulation	Available for printing at www.optumsandiego.com (Beneficiary Tab)									
Fee-For-Service Provider Directory	The Fee-For Service Provider Directory is available in all threshold languages for printing at https://www.optumsandiego.com/content/SanDiego/sandiego/en/community-resources/providerdirectory.html (Community Resources Tab)									
Behavioral Health Services Provider Directory	The English Provider Directory and link for threshold languages Provider Directory are available at the link below: https://www.sandiegocounty.gov/content/sdc/hhsa/programs/bhs/bhs_services.html									