

# 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](mailto: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**

<b>Program Name:</b>		<b>Contact Name:</b>		<b>Date of Request:</b>						
<b>Email Address:</b>		<b>Phone Number:</b>								
All County of San Diego MHP Beneficiary Materials are available in electronic format on <a href="http://www.optumsandiego.com">www.optumsandiego.com</a>										
<b>County of San Diego MHP Beneficiary Materials</b>	English	Spanish	Tagalog	Arabic	Chinese	Dari	Farsi	Korean	Somali	Vietnamese
County of San Diego MHP Beneficiary Handbook <small>(Limit of 5 per request per language)</small>										
Quick Guide to Mental Health Services <small>(Limit of 50 per request per language)</small>										
Limited English Proficiency (LEP) Poster <small>(Limit of 10 per request per language)</small>										
Access and Crisis Line Poster* <small>(Limit of 10 per request per language)</small>										
Grievance and Appeal Brochure* <small>(Limit of 50 per request per language)</small>										
Grievance and Appeal Poster* <small>(Limit of 20 per request per language)</small>										
Self-Addressed Envelopes for Grievances or 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 <b>JFS</b> at 619-282-1134 or 800-479-2233 For Outpatient Services, call <b>CCHEA</b> at 877-734-3258									
Client Grievance and Appeal Form	Available in all threshold languages for printing at <a href="http://www.optumsandiego.com">www.optumsandiego.com</a> (Beneficiary Tab)									
Advance Directive Brochure										
MHP's (County Operated) Notice of Privacy Practices – <b>County Programs Only</b>										
Physicians Notice to Patients – California Regulation	Available for printing at <a href="http://www.optumsandiego.com">www.optumsandiego.com</a> (Beneficiary Tab)									
Fee-For-Service Provider Directory	The Fee-For Service Provider Directory is available in all threshold languages for printing at <a href="https://www.optumsandiego.com/content/SanDiego/sandiego/en/community-resources/providerdirectory.html">https://www.optumsandiego.com/content/SanDiego/sandiego/en/community-resources/providerdirectory.html</a> (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: <a href="https://optumsandiego.com/content/SanDiego/sandiego/en/community-resources/providerdirectory1/provider-directory-in-other-languages.html">https://optumsandiego.com/content/SanDiego/sandiego/en/community-resources/providerdirectory1/provider-directory-in-other-languages.html</a>									

\*The following threshold languages are still in process: Chinese, Dari, Korean, and Somali.

