



STANISLAUS COUNTY BEHAVIORAL HEALTH & RECOVERY SERVICES: QUALITY SERVICES

QS INFORMATION NOTICE

February 2026

PURPOSE: To inform Stanislaus County staff, contractors, and general community of changes in programs, policies, or procedures at the local, State and Federal levels. QS Information Notices will be sent out monthly and posted on the Stanislaus County website.



QUALITY SERVICES (QS) UPDATES

Updated Integrated Member Handbook

The 2026 Medi-Cal Integrated Behavioral Health Member Handbook for Specialty Mental Health Services (SMHS) and Drug Medi-Cal Organized Delivery System (DMC-ODS) is now available in English, Spanish, and large print. **Effective February 1**, staff *must* begin offering the updated member handbook to all members, including current and new members, during face-to-face, telehealth, and telephone appointments. Please note that aids and services for individuals with disabilities, including documents in Braille, audio, and large print are available to members at no additional cost. Once the handbook has been offered, staff *must* document this in the service note. Previous versions of the handbook should be removed from lobbies and replaced with new handbooks. For further information, please see the email sent by Quality Services on 1/29/2026. Scan the QR code below to access the handbook posted on the Stanislaus County Website.

English



Spanish



Medi-Cal Informing Materials- 101

Each month Quality Services will share information about one of the Medi-Cal Informing Materials required by the California Department of Health Care Services (DHCS) to be Medi-Cal compliant. These items are required to be present in any program that provides Specialty Mental Health (SMH) or Substance Use Disorder (SUD) Medi-Cal claimable services.

Provider Directory- This is a list of doctors, therapists, and other providers. It is updated every month and within 30 calendar days of receiving updated provider information. It is required to be available to all members in regular and large print and digitally, in both English and Spanish. Scan the QR code to see the February Provider Directory.

English



Spanish





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Mental Health Plan & Drug Medi-Cal Organized Delivery System Annual External Quality Review

Stanislaus County BHRS received notification from Health Services Advisory Group (HSAG) on 11/10/2025 to initiate the 2026 EQRO Activities for Performance Measure Validation (PMV) & Network Adequacy Validation (NAV) for Measurement Year 2025. The 2026 Document Request Packet (DRP) for the audit, and the ISCAT (Information Systems Capabilities Assessment Tool) submission have been successfully submitted. The in person live review is scheduled for April 16, 2026.

SMARTCARE EHR UPDATES

New BHRS Report in SmartCare: CERT Log

A new report, CERT Log, is available for use in SmartCare. This report displays members with Crisis Assessments handled by CERT. If you do not see the report and believe you should have access based on your role, please contact the SmartCare EHR Support Team for review. For more information, please see email from the SmartCare EHR Team sent on 1/8/2026.

New Special Populations Added

Two new Special Populations have been added to the SmartCare Production environment.

- ✓ Homeless - Chronic
- ✓ Homeless - Living in an Encampment

*Please hold off on using these new population options until guidance is issued by the **SmartCare Oversight Committee**.* For more information, please see email from SmartCare EHR Team sent on 1/13/2026.

Timely Access (TADT) Documents Updated

Updates have been made to the Timely Access (TADT) documents in SmartCare, including a new Withdrawal Management question, broader Timeliness Visibility, some technical changes such as radio buttons to replace checkboxes, a required question regarding Out-of-Network Referral, and some Validation Improvements. For more information, please see email from SmartCare EHR Team sent on 1/21/2026.

Sequestered Clients Records Reminder

Sequestered clients are client records that are intentionally restricted or hidden from standard access due to **legal, regulatory, safety, or privacy requirements**. If you encounter an error message indicating that a client record is sequestered, you must contact BHRS **Medical Records** directly to request access. For more information, please see email from SmartCare EHR Team sent on 1/13/2026.



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SUPPORTIVE SERVICES DIVISION UPDATES

Transitional Rent

Starting January 1, 2026, DHCS made **Transitional Rent** a mandatory Medi-Cal benefit under the Cal-Aim Community Supports Initiative. Transitional Rent is designed to provide time-limited financial assistance to help support housing stabilization as part of the broader, medically appropriate care plan. The program can pay rent for **up to six months** for people living in temporary or permanent housing. This benefit is particularly focused on individuals with **behavioral health needs** who are homeless or at risk of becoming homeless and who meet specific clinical and social risk criteria. For full details on the benefit, criteria, and referral process, please see email sent by Sara Jacobo on 1/16/2026.

TRAINING UPDATES

TGI (Transgender Inclusive Healthcare) Training Compliance Reminder

An important reminder from BHRS Training: If you have **not yet completed the required TGI Training**, you are currently **out of compliance** and must complete the training **immediately**. Compliance with this requirement is mandatory for all staff and contractors. For more information, please see email from BHRS Training sent on 1/13/2026.

If you have any questions related to QS Information Notices, contact Quality Services by:

- Email: QSEmail@stanbhrs.org, PHONE: (209) 525-6043, or FAX: (209) 558-4324