



Health Care Agency Behavioral Health Services Policies and Procedures	Section Name:	Medi-Cal Managed Care
	Sub Section:	Access
	Section Number:	09.01.03
	Policy Status:	☐ New ☒ Revised
SIGNATURE		DATE APPROVED
Director of Operations Behavioral Health Services	<u>Signature on File</u>	<u>10/17/2025</u>

SUBJECT:	Access to Behavioral Health Plan Services for Persons with Disabilities
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PURPOSE:

To ensure compliance with federal and state requirements related to access to services for the disabled within Specialty Mental Health Services (SMHS) and alcohol and other drug prevention, treatment and recovery services, including the Drug Medi-Cal Organized Delivery System (DMC-ODS).

POLICY:

The County of Orange Behavioral Health Services (BHS) County operated programs and County Contractors providing SMHS and substance use disorder (SUD) services, including prevention, treatment, recovery services and DMC-ODS, shall comply with federal guidelines regarding physical accessibility including the Americans with Disability Act (ADA) as well as:

- Department of Alcohol and Drug Programs (ADP) Bulletin 09-05
- 45 Code of Federal Regulations (CFR), Part 84
- Title 24, California Code of Regulations (CCR), Part 2, Activities Receiving Federal Financial Assistance
- Unruh Civil Rights Act California Civil Code (CCC) §§ 51 through 51.3
- 42 Code of Federal Regulations (CFR) § 438.68 (c)(1)(viii)
- All applicable laws related to services and access to services for persons with disabilities (PWD)

SCOPE:

BHS County-operated and County-contracted providers of SMHS, alcohol and other drug prevention, treatment, recovery services and DMC-ODS.

REFERENCES:

[The Americans with Disability Act \(ADA\)](#)

[Department of Alcohol and Drug Programs \(ADP\) Bulletin 09-05](#)

[45 Code of Federal Regulations \(CFR\), Part 84](#)

Title 24, California Code of Regulations (CCR), Part 2, Activities Receiving Federal Financial Assistance

[Unruh Civil Rights Act California Civil Code \(CCC\) §§ 51 through 51.3](#)

[42 Code of Federal Regulations \(CFR\) § 438.68 \(c\)\(1\)\(viii\)](#)

DEFINITIONS:

County Access Coordinator (CAC): Alcohol and Drug Programs (ADP) Bulletin 09-05 requires the designation of an SUD County Access Coordinator (CAC). The role of the CAC is that of liaison between the provider community, County Alcohol and Other Drug (AOD) Administrator's office, and the California Department of Health Care Services (DHCS). The CAC is responsible for ensuring the integrity of the county's compliance with all issues related to services, including substance use disorder services.

PROCEDURE:

- I. To ensure that people with disabilities can fully participate in and benefit from the Public Services offered by the County of Orange, the Board of Supervisors adopted a policy prohibiting discrimination against persons with disabilities in June of 1994.
- II. The Board of Supervisors established a County ADA Title II Coordinator who is located within the CEO/Office of Risk Management and will have corporate oversight of County Departments and Agencies compliance with ADA II.
- III. In addition, an ADA II Coordinator has been established for each county department and agency. Complaints, concerns, or recommendations regarding public access to any of the county programs, services and activities should initially be reported to that department or agency ADA II Coordinator who can immediately begin to resolve the matter.
 - A. Designated Health Care Agency ADA II Coordinator phone 714-834-5441
- IV. The Boilerplate contract for contracted BHS providers includes the following language:

“CONTRACTOR shall comply with all applicable governmental laws, regulations, and requirements as they exist now or may be hereafter amended or changed. These laws, regulations, and requirements shall include, but not be limited to, the following: . . .

23. 42 USC §12101 et seq., Americans with Disabilities Act of 1990.”

V. All leased County facilities include the following contract language:

“Building and Safety Requirements

During the full term of this Lease, LESSOR, at LESSOR’s sole cost, agrees to maintain the Premises in compliance with all applicable laws, rules, regulations, building codes, statutes, and orders as they are applicable on the date of this Lease, and as they may be subsequently amended.

Included in this provision is compliance with the Americans with Disabilities Act (ADA) and all other federal, state, and local codes, statutes, and orders relating to disabled access as they are applicable on the dates of this Lease, and as they may be subsequently amended.”

VI. County Access Coordinator (CAC):

- A. The QMS Quality Improvement (QI) systems manager shall function as the County Access Coordinator (CAC) as defined in County Access Coordinator Department of Alcohol and Drug Programs (ADP) Bulletin 09-05.
- B. The CAC shall function as liaison between the provider community, County AOD Administrator’s office, and the California Department of Health Care Services (DHCS). The CAC is responsible for ensuring the integrity of the county’s compliance with all issues related to services, including substance use disorder services.
- C. In addition, the CAC shall coordinate with the County ADA Coordinator, the HCA ADA Coordinator, HCA Facilities and others as needed to ensure barriers to access are addressed in a timely manner.
- D. County operated and contracted alcohol and other drug prevention, treatment and recovery services providers shall be notified of the contact information for the CAC.

VII. The BHS Substance Use Disorder (SUD) Director or designee shall be responsible to:

- A. Determine the extent of the need for AOD services within the county.
- B. Determine the percentage of the county residential AOD service providers that accept PWD and the county’s implementation plan for ensuring that a sufficient number of outpatient and residential AOD services accessible by PWDs are strategically placed within the county.
- C. Define, develop, and implement the referral mechanism for those AOD service facilities that do not accept PWD.
- D. Define, develop and implement the plan to provide services to PWD that are

substantially equivalent to services provided to non-disabled individuals, including equivalency of travel time and distance.

- E. Conduct assessments and keep records of these results for A-D.
- F. The results of these assessments shall be provided to DHCS upon request.

VIII. The BHS Substance Use Disorder (SUD) Director or designee shall be responsible to:

- A. Ensure that County operated alcohol and other drug prevention, treatment, recovery services and DMC-ODS providers:
 - 1. Meet the license renewal requirement to have conducted an assessment to identify barriers to service, and
 - 2. Developed an Access to Services Plan for removing or mitigating any identified barriers.