



<b>Health Care Agency Behavioral Health Services Policies and Procedures</b>	Section Name:	Client's Rights
	Sub Section:	Cultural Competency
	Section Number:	02.01.04
	Policy Status:	<input type="checkbox"/> New <input checked="" type="checkbox"/> Revised

	SIGNATURE	DATE APPROVED
Behavioral Health Director Behavioral Health Services	<u>Signature on file</u>	<u>02/09/2026</u>

**SUBJECT:** Behavioral Health Plan Provider Directory for SMHS and DMC-ODS

**PURPOSE:**

To ensure that Medi-Cal Behavioral Health Plan (BHP) members receive and or have access to a Provider Directory that includes alternatives and options for cultural / linguistic services.

**POLICY:**

All members receiving behavioral health services from the Orange County Health Care Agency (HCA) BHP shall receive a copy and/or have access to the most current Orange County BHP Provider Directory application programming interface (API) via a publicly accessible link or web uniform resource locator (URL).

**SCOPE:**

This policy pertains to all BHP County and County contracted providers who are licensed, waived, registered, certified, trainees, interns and volunteers providing services within the BHP programs.

**REFERENCES:**

[MHSUDS Information Notice: 25-026 Federal Provider Directory Requirements for the BHP](#)

[Department of Mental Health Information Notice No: 02-03 - Addendum for Implementation Plan for Phase II Consolidation of Medi-Cal Specialty Mental Health Services Cultural Competency Plan Requirements](#)

County of Orange Health Care Agency, Behavioral Health Services, Cultural Competency Plan

[Mental Health Plan Intake/Advisement Checklist \(F346-753\)](#)

[Drug Medi-Cal Organized Delivery System \(DMC-ODS\) Intake/Advisement Checklist \(F346-791\)](#)

[P&P - BHP Provider Directory Application Programming Interface](#)

**PROCEDURES:**

I. Provider Directory Requirements

- A. The BHP Provider Directory shall be made available in electronic form and paper form upon request.
- B. The BHP Provider Directory shall be available in the county's threshold languages and comply with the language and format requirements outlined in 42 CFR §438.10(d), as described below.
  1. Information shall be presented in a manner and format that is easily understood and readily accessible;
  2. Include taglines in the prevalent non-English languages in the State explaining the availability of free written translation or oral interpretation services to understand the information provided;
  3. Use 12 point or larger font size for all text;
  4. Include a large print tagline (18-point font or larger) and information on how to request auxiliary aids and services, including the provision of materials in alternative formats, at no cost to the member; and,

5. Include the toll-free and TTY / TDY or California Relay Service telephone number for the BHP member service line (i.e., 24 hours, 7 days per week toll-free telephone number).
- C. The BHP Provider Directory shall be monitored monthly for accuracy and include the following information for licensed, waived, certified or registered mental health providers and licensed substance use disorder services providers employed by the County or County Contracted providers who provide Medi-Cal services.
1. The provider's name and group affiliation, if any;
  2. The provider's business address (e.g., physical location of the clinic or office);
  3. Telephone number(s);
  4. Email address, as appropriate;
  5. Website URL, as appropriate;
  6. Specialty, in terms of training, experience and specialization, including board certification (if any);
  7. Services / modalities provided, including information about populations served (i.e., perinatal, children/youth, adults);
  8. Whether the provider is accepting new Medi-Cal members
  9. Whether the provider is accepting new Children's Health Insurance Program (CHIP) members
  10. The provider's cultural capabilities (e.g., veterans, older adults, Transition Age Youth, Lesbian, Gay, Bisexual, Transgender);

11. The provider's linguistic capabilities including languages offered (e.g., Spanish, Tagalog, American Sign Language) by the provider or a skilled medical interpreter at the provider's office; and,
12. Whether the provider's office / facility is Americans with Disabilities Act (ADA) compliant.
13. Whether the provider offers covered services via telehealth.
14. The type of practitioner, as appropriate;
15. National Provider Identifier number;
16. California license number and type of license; and,
17. An indication of whether the provider has completed cultural competence training.

D. The following notation shall be included in both the Specialty Mental Health Services and Drug Medi-Cal-Organized Delivery System Provider Directory:

“Services may be delivered by an individual provider, or a team of providers, who is working under the direction of a licensed practitioner operating within their scope of practice. Only licensed, waived, certified or registered mental health providers and licensed substance use disorder services providers are listed on the Plan's provider directory.”

- II. Program staff shall give the appropriate version of the Provider Directory to all members at the time of admission and shall be make it available upon request to any member or their active representative. The Provider Directory shall be available in all threshold languages as well as in paper form and electronically via the Orange County internet webpage or URL.

- III. The person to whom the request is made for a Provider Directory shall be responsible to ensure the member, family member or significant others receives the current Provider Directory.
- IV. For every newly admitted member, the admitting staff shall document the provision or offer of the appropriate Provider Directory on the appropriate Intake/Advisement Checklist.
- V. The Provider Directory Application Programming Interface (API) for the BHP is maintained and is publicly accessible on the provider directory website. It has the complete and accurate information consistent with the DHCS data requirements listed above (See section I.C.). The information in the provider directory API is updated no later than 30 calendar days after the Quality Management Services (QMS) team responsible for maintaining the provider directory receives provider information or is notified of a change.
- VI. Maintaining the Provider Directory

QMS shall ensure that the information included in the printed provider directory is updated at least monthly. The online provider directory shall be updated no later than 30 calendar days after the Medi-Cal behavioral health delivery system receives updated provider information. QMS shall ensure processes are in place to allow providers to promptly verify or submit changes affecting the information required to be in the directory that is tracked, monitored and maintained by the Managed Care Support Team (MCST) within QMS.