



DATE: July 8, 2024

Behavioral Health Information Notice (BHIN) 24-026  
Supersedes [BHIN 23-024](#)

TO: California Alliance of Child and Family Services  
California Association for Alcohol/Drug Educators  
California Association of Alcohol & Drug Program Executives, Inc.  
California Association of DUI Treatment Program  
California Association of Mental Health Peer Run Organizations  
California Association of Social Rehabilitation Agencies  
California Consortium of Addiction Programs and Professional  
California Council of Community Behavioral Health Agencies  
California Hospital Association  
California Opioid Maintenance Providers  
California State Association of Counties  
Coalition of Alcohol and Drug Associations  
County Behavioral Health Directors  
County Behavioral Health Directors Association of California  
County Drug & Alcohol Administrators

SUBJECT: Drug Medi-Cal Organized Delivery System (DMC-ODS) Treatment Perception Survey (TPS)

PURPOSE: Guidance to DMC-ODS counties and the Partnership Health Plan of California Regional Model Plans for the submission of client satisfaction survey data.

REFERENCE: The California DMC-ODS Waiver

**BACKGROUND:**

The Department of Health Care Services (DHCS) must maintain a plan to oversee and monitor DMC-ODS counties to ensure compliance with standards, access, and delivery of quality care and services. At least once per year, DHCS shall monitor the plans through a third-party organization designated as the External Quality Review Organization (EQRO) for DHCS. The EQRO in coordination with the University of California, Los Angeles (UCLA) shall review client satisfaction surveys conducted by the counties participating in the DMC-ODS Waiver.

Each DMC-ODS county shall survey clients receiving services from each of the providers within the network annually using a valid client satisfaction survey. The EQRO will validate the findings during its annual reviews of the county. The administration of this survey by the county addresses data collection needs for DMC-ODS evaluation required by the Centers for Medicare and Medicaid Services. The information gathered from the surveys will support DMC-ODS quality improvement efforts and will provide key information on the impacts of the new continuum of care.

The TPS for adults was developed by UCLA based on a validated survey from the San Francisco County Department of Public Health, Behavioral Health Services, and through consultation with DHCS, counties, the Substance Abuse Prevention and Treatment Committee of the County Behavioral Health Directors Association of California, the DMC-ODS EQRO Clinical Committee, Behavioral Health Concepts Inc., and other stakeholder input. The TPS for youth was based on a youth survey developed by the Los Angeles County Department of Public Health, Substance Abuse Prevention and Control.

**POLICY:**

DMC-ODS counties shall administer the TPS, with UCLA oversight, to both adults and youth once annually, following the instructions provided below. Plans may independently conduct more frequent client satisfaction surveys and/or include additional survey questions as long as the standard TPS items are utilized.

The survey for DMC-ODS plans will be collected from **October 21 through October 25, 2024**. The survey is available for adults (ages 18 and older) and youth (ages 12 to 17) in 13 languages, including English, Chinese, Spanish, Tagalog, Vietnamese, Russian, Arabic, Korean, Eastern and Western Armenian, Cambodian, Hmong, and Farsi.

Plans will have the option of using paper forms (one-page and large print) and secure online survey links. Paper survey forms must be submitted to UCLA no later than **Friday, November 15, 2024**. Detailed instructions, as well as data collection materials, are posted on the [TPS website](#).

UCLA will scan the paper survey forms and aggregate all survey data received online by the plans. UCLA will analyze the data, and prepare county-level summaries, provider-level summaries, and a statewide report. UCLA will strive to provide these reports to the plans within three months of the survey period. In addition, through the annual EQR review, the EQRO will assess client satisfaction by reviewing the TPS data along with any other client survey data provided by the plan.

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If you have questions or feedback about the survey or collection procedures, please contact Marylou Gilbert with UCLA at [MarylouGilbert@mednet.ucla.edu](mailto:MarylouGilbert@mednet.ucla.edu).

Sincerely,

Original Signed by

Michele Wong, Chief  
Medi-Cal Behavioral Health – Oversight and Monitoring Division