

Drug Medi-Cal Organized Delivery System (DMC-ODS)

Beneficiary Material Order Form

Instructions: This form is for County of San Diego DMC-ODS 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 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

Program Name:						Contact Person:						Date of Request:	
Email Address:						Phone Number:							
All County of San Diego DMC-ODS Beneficiary Materials are available in electronic format on www.optumsandiego.com.													
County of San Diego DMC-ODS Beneficiary Materials	English	Spanish	Tagalog	Arabic	Chinese	Dari	Farsi	Korean	Somali	Vietnamese			
County of San Diego DMC-ODS Beneficiary Handbook (Limit of 10 per request per language)													
County of San Diego DMC-ODS Quick Guide (Limit of 50 per request per language)													
Grievance and Appeal Procedures Brochure (Limit of 50 per request per language)													
Access and Crisis Line Poster (Limit of 10 per request per language)													
Grievance and Appeal Poster (Limit of 10 per request per language)													
Limited English Proficiency (LEP) Poster (Limit of 10 per request per language)													
Grievance and Appeal Client Form	Available in all threshold languages for printing at www.optumsandiego.com (On the Beneficiary Tab on the "Drug Medi-Cal Organized Delivery System" page)												
Advance Directive Brochure													
Self-Addressed Envelopes for Grievances and 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 JFS at 800-479-2233 For Outpatient Services, call CCHEA at 877-734-3258												
Behavioral Health Services Provider Directory	The English Provider Directory and link for threshold languages Provider Directory are available at the link below: https://optumsandiego.com/content/SanDiego/sandiego/en/community-resources/providerdirectory1/provider-directory-in-other-languages.html												