

To:	Drug Medi-Cal Organized Delivery System Beneficiaries
From:	Behavioral Health Services
Date:	June 1, 2025
Title	Integrated Member Handbook – Notice of Significant Changes

When you first started receiving services at our program, you were offered a copy of a Member Handbook which explained your benefits, how to get care, and answered questions about the County of San Diego's Behavioral Health Services system.

Our behavioral health delivery system is required to provide each member notice of any significant change to the information in the handbook at least 30 days before the intended effective date of the change. Below is a new benefit under DMC-ODS that will be available within 30 days of this notice.

Traditional Health Care Practices

- Traditional health care practices are expected to improve access to culturally responsive care; support these facilities' ability to serve their patients; maintain and sustain health; improve health outcomes and the quality and experience of care; and reduce existing disparities in access to care.
- Traditional health care practices encompass two new service types: Traditional Healer and Natural Helper services. Traditional Healer services include music therapy (such as traditional music and songs, dancing, drumming), spirituality (such as ceremonies, rituals, herbal remedies) and other integrative approaches. Natural Helper services may help with navigational support, psychosocial skill building, self-management, and trauma support.

This notice of significant changes is also available on the [Optum Beneficiary & Families](https://www.optumsandiego.com/content/SanDiego/sandiego/en/beneficiary_and_families.html) website, https://www.optumsandiego.com/content/SanDiego/sandiego/en/beneficiary_and_families.html

For More Information:

- Contact QIMatters.HHSA@sdcounty.ca.gov