

## OPOH Summary of Changes – April 2026

SECTION	REVISION	WHAT HAS CHANGED (Section page number in parenthesis)
Cover Page	N/A	
Table of Contents	04/21/26	Updated to reflect revisions below
Section A: Systems of Care	04/20/26	Combined customer service section with Section A.
Section B: Compliance & Confidentiality	04/20/26	Added link for Scope of Practice Matrix (B3)
Section C: Accessing Services	N/A	
Section D: Providing Specialty Mental Health Services	04/20/26	Additional sentence about CFT meetings- if client is not CFWB involved, CFT meetings can be self-conducted by the program (D20)
Section E: BH Connect	04/22/2026	Combined Physical Healthcare Section with Section L- Practice Guidelines  New section for BH Connect information
Section F: Beneficiary Rights, Grievances, Appeals	04/13/2026	Addition of section for “requesting materials in alternative formats” (F 20)
Section G: Quality Improvement	N/A	
Section H: Cultural Competency	N/A	
Section I: Management Info System	N/A	
Section J: Provider Contracting	N/A	
Section K: Provider Issue Resolution	N/A	
Section L: Practice Guidelines	04/13/2026	Updated reporting member death process to align with guidance in UTTM April 2026 (L2), Absorbed Section E: Integration with Physical Healthcare (L30)
Section M: Staff Qualifications	04/22/26	Added policy that all providers/staff must be credentialed before they deliver services. (M1)  Added link for Scope of Practice Matrix (M8)
Section N: Data Requirements		
Section O: PENDING		
Section P: MHSA/ BHSA (effective 07/01/2026)	04/23/26	Added all information for BHSA which will be effective 07/1/26 (P3)
Section Q: Payment Schedule & Budget Guidelines		

## OPOH Summary of Changes – April 2026

Section R: Quick Reference		
Appendix		