



TOBY DOUGLAS  
DIRECTOR

State of California—Health and Human Services Agency  
Department of Health Care Services



EDMUND G. BROWN JR.  
GOVERNOR

May 13, 2013

MHSD INFORMATION NOTICE NO.: 13-12

TO: LOCAL MENTAL HEALTH DIRECTORS  
LOCAL MENTAL HEALTH PROGRAM CHIEFS  
LOCAL MENTAL HEALTH ADMINISTRATORS  
COUNTY ADMINISTRATIVE OFFICERS  
CHAIRPERSONS, LOCAL MENTAL HEALTH BOARDS

SUBJECT: NEW CONTACT INFORMATION  
DEPARTMENT OF HEALTH CARE SERVICES  
MENTAL HEALTH SERVICES DIVISION,  
BENEFICIARY SUPPORT UNIT

The purpose of this letter is to provide new contact information for the Mental Health Services Division, Beneficiary Support Unit, at the Department of Health Care Services (DHCS). The Beneficiary Support Unit was previously known as the Ombudsman Services Unit at the former Department of Mental Health (DMH) and provides the same services. Mental Health Plans (MHPs) should ensure informing materials and other posted notices are updated.

**BACKGROUND:**

Assembly Bill (AB) 102, which Governor Brown signed into law on June 28, 2011, required the transfer of Medi-Cal related mental health functions from DMH to DHCS effective July 1, 2012. The Beneficiary Support Unit provides assistance and information to individuals seeking specialty mental health services, family members and other stakeholders. Please use the following information for updating MHP materials:

**Address:**

Department of Health Care Services  
Mental Health Services Division  
Beneficiary Support Unit  
1500 Capitol Avenue, MS 2702  
P.O. Box 997413  
Sacramento, CA 95814

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**Email:**

- [MHombudsman@dhcs.ca.gov](mailto:MHombudsman@dhcs.ca.gov)

**Phone Numbers:**

- Monday through Friday- 8:00am to 5:00pm (except State Holidays)  
(916) 650-6610
- 24 hours with a confidential answering machine  
1-800-896-4042 Toll Free (CA only)

**TTY:**

- (916) 653-3169
- 1-800-896-2512

**Fax:**

- (916) 440-7458

Please contact the Beneficiary Support Unit at (916) 650-6486 or 1-800-896-4042 if you have questions.

Sincerely,

Original signed by

Vanessa Baird, Deputy Director  
Mental Health and Substance Use Disorder Services