



INFORMING MATERIALS

Contra Costa Mental Health Plan (MHP) and Drug Medi-Cal Organized Delivery System (DMC-ODS) offer the following informing materials:

1. Beneficiary Handbook
2. Beneficiary Grievance Review Request
3. Appeal or Expedited Appeal Request
4. Beneficiary Request for Change of Provider
5. Beneficiary Suggestion
6. Advance Health Care Directive (Mental Health Plan)
7. Continuity of Care (Mental Health Plan)
8. Self-Addressed Envelope
9. Provider Directory

These materials are available in English and Spanish. If you cannot find what you need, please ask the front desk or your provider. You may also call the **Access Line** at **(888) 678-7277**.

If you have trouble seeing or reading these materials, they are also available in Braille, large print and audio format. Please ask the front desk or your provider for help. You may also call the **Access Line** at **(888) 678-7277**.

If you have trouble understanding any of these materials, we will assign a staff person to help you. You may also call the **Access Line** at **(888) 678-7277**.