



# County of Santa Cruz



## HEALTH SERVICES AGENCY

Behavioral Health Division

Quality Improvement

1400 Emeline Ave. Building K, Santa Cruz, CA 95060

Phone: (800) 952-2335 Fax: (831) 454-4770

05/30/2025

RE: UPDATE TO MEMBER HANDBOOK

Dear Client,

The ***Member Handbook*** for the Specialty Mental Health Plan and the Drug Medi-Cal Organized Delivery System (Substance Use Disorder Services) of Santa Cruz County Behavioral Health (SCCBH) has been updated. The handbook explains how to access mental health and substance use disorder services offered by SCCBH, and information regarding your rights and responsibilities as a beneficiary. This letter is to inform you that the ***Member Handbook*** will be updated effective **July 1, 2025**.

These significant changes have been made to the Handbook:

- Additional substance use disorder services available:  
Traditional health care practices

The updated ***Member Handbook*** is available on the SCCBH website, Client Information tab: [www.santacruzhealth.org/bhmembers](http://www.santacruzhealth.org/bhmembers). If you are unable to access this information online, Behavioral Health will support you in accessing the information by a method that allows you to receive the updated information.

If you want to receive a copy of the update, and/or need help accessing the information, or if you have any questions, please feel free to contact us at:

Santa Cruz County Behavioral  
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Sincerely,  
Santa Cruz County Behavioral Health