



DATE: June 27, 2025

Behavioral Health Information Notice (BHIN): 25-025
Supersedes [BHIN 24-026](#)

TO: California Alliance of Child and Family Services
California Association for Alcohol/Drug Educators
California Association of Alcohol & Drug Program Executives, Inc.
California Association of DUI Treatment Program
California Association of Mental Health Peer Run Organizations
California Association of Social Rehabilitation Agencies
California Consortium of Addiction Programs and Professional
California Council of Community Behavioral Health Agencies
California Hospital Association
California Opioid Maintenance Providers
California State Association of Counties
Coalition of Alcohol and Drug Associations
County Behavioral Health Directors
County Behavioral Health Directors Association of California
County Drug & Alcohol Administrators

SUBJECT: Drug Medi-Cal Organized Delivery System (DMC-ODS) Treatment Perception Survey (TPS)

PURPOSE: Guidance to DMC-ODS Providers, Counties, and the Partnership Health Plan of California Regional Model Plans for the submission of client satisfaction survey data.

REFERENCE: The California DMC-ODS Waiver

BACKGROUND:

The Department of Health Care Services (DHCS) must maintain a plan to oversee and monitor DMC-ODS counties to ensure compliance with standards, access, and delivery of quality care and services. At least once per year, DHCS shall monitor the plans through a third-party organization designated as the External Quality Review Organization (EQRO) for DHCS. The EQRO in coordination with the University of California, Los Angeles (UCLA) shall review client satisfaction surveys conducted by the counties participating in the DMC-ODS Waiver.

Each DMC-ODS county shall survey clients receiving services from each of the providers within the network annually using a valid client satisfaction survey. The EQRO will validate the findings during its annual reviews of the county. The administration of



this survey by the county addresses data collection needs for DMC-ODS evaluation required by the Centers for Medicare and Medicaid Services. The information gathered from the surveys will support DMC-ODS quality improvement efforts and will provide key information on the impacts of the new continuum of care.

POLICY:

DMC-ODS counties shall administer the TPS, with UCLA oversight, to both adults and youth once annually, following the instructions provided below. Plans may independently conduct more frequent client satisfaction surveys and/or include additional survey questions as long as the standard TPS items are utilized.

The survey for DMC-ODS plans will be collected from **October 20 through October 24, 2025**. The survey is available for adults (ages 18 and older) and youth (ages 12 to 17) in 13 languages, including English, Chinese, Spanish, Tagalog, Vietnamese, Russian, Arabic, Korean, Eastern and Western Armenian, Cambodian, Hmong, and Farsi.

Plans will have the option of using paper forms (one-page and large print) and secure online survey links. Paper survey forms must be submitted to UCLA no later than **Friday, November 21, 2025**. Detailed instructions, as well as data collection materials, are posted on the [TPS website](#).

UCLA will scan the paper survey forms and aggregate all survey data received online by the plans. UCLA will analyze the data, and prepare county-level summaries, provider-level summaries, and a statewide report. UCLA will strive to provide these reports to the plans within three months of the survey period. In addition, through the annual EQR review, the EQRO will assess client satisfaction by reviewing the TPS data along with any other client survey data provided by the plan.

If you have questions or feedback about the survey or collection procedures, please contact Marylou Gilbert with UCLA at MarylouGilbert@mednet.ucla.edu.

Sincerely,

Original signed by

Michele Wong, Chief
Medi-Cal Behavioral Health – Oversight and Monitoring Division