



What's New!

QM Updates

August 2026

Effective Now!

- BHRS Staff and Contract Agencies: New Medi-Cal Site Certification Email Address
- For Contracted Providers: MH/AOD Contractors Termination
- BHRS Staff and Contract Agencies: QM Webinar for August Cancelled!

Coming Soon!

- For Staff/Contract Providers who use the BHRS Avatar NX Scheduler: Automated Client Appointment Reminders
- BHRS Staff and Contract Agencies: New BHRS & HPSM Training

New/Updated Policies

- Stay tuned!

New Medi-Cal Site Certification Email Address

Effective Now

QM has a new email address dedicated to Medi-Cal Site Certification. Please send your communications, request, updates, questions, and any other message related to Medi-Cal Site Certification to:

HS_BHRS_SITECERTIFICATIONS@smcgov.org

MH/AOD Contractors Termination

Effective Now

When an employee with an active Provider Number or Avatar access leaves your agency, please submit a termination form immediately.

Prompt reporting ensures network security and compliance with **BHRS Policy 25-04** [Credentiaing and Re-Credentiaing BHRS Providers: 25-04](#).

- **Where to Submit**: Please email completed forms to MIS at HS_BHRS_MISCredentiaing@smcgov.org.
- **Accessing Forms**: You can download the current MH/AOD termination forms directly at <https://www.smchealth.org/bhrs/avataraccess>

August QM Webinar Cancelled

Cancelled

Reminder that the QM Webinar for August has been cancelled! If you still have the invite on your calendar, please manually delete it.

Automated Client Appointment Reminders

Coming Soon

Be on the lookout for an email about a new pilot program announcing automated client appointment reminders for client appointments entered into the Avatar NX Scheduler. More info to come!

New BHRS & HPSM Training

Coming Soon

We are getting ready to launch an updated online training to meet our MOU requirements between BHRS and HPSM. This friendly refresher will keep all staff and contractors up to speed on our shared service structures. Keep an eye on your inbox for our next update with more information and instructions!