



## Medi-Cal Voluntary Inpatient Detox (VID) Quick Guide

Health Plan	Medi-Cal Specialty Mental Health Services <sup>1</sup>	Medi-Cal Managed Care Plan Behavioral Health Services <sup>2</sup>
<b>Aetna Better Health</b>	San Diego Access & Crisis Line (888) 724-7240	Aetna Better Health (855) 772-9076
<b>Blue Shield CA Promise Health Plan</b>	San Diego Access & Crisis Line (888) 724-7240	Blue Shield CA Promise Health Plan (855) 321-2211
<b>Community Health Group</b>	San Diego Access & Crisis Line (888) 724-7240	Behavioral Health Services (800) 404-3332
<b>Health Net</b>	San Diego Access & Crisis Line (888) 724-7240	Managed Health Network (MHN) (888) 426-0030
<b>Kaiser Permanente</b>	San Diego Access & Crisis Line (888) 724-7240	Kaiser Permanente, Department of Psychiatry (877) 496-0450
<b>Molina Healthcare</b>	San Diego Access & Crisis Line (888) 724-7240	Molina Healthcare (888) 665-4621
<b>United Healthcare</b>	San Diego Access & Crisis Line (888) 724-7240	United Healthcare (866) 270-5785

(\*Medi-Cal beneficiaries can access a County Behavioral Health program directly.)

(\*For emergencies call 911 or the Access & Crisis Line at (888) 724-7240)

### **Medi-Cal Specialty Mental Health Services<sup>1</sup>**

County Behavioral Health Services covers inpatient and outpatient **Medi-Cal Specialty Mental Health** services to all Medi-Cal beneficiaries including those on a Medi-Cal Managed Care Plan. Covered benefits are for clients with serious and persistent psychiatric illness requiring complex biopsychosocial services in order to maintain stability. These services are commonly provided by San Diego County's contracted network and inpatient psychiatric hospitals.

### **Substance Use Treatment**

**(SEE REVERSE SIDE FOR VOLUNTARY INPATIENT DETOX INFORMATION)**

Medi-Cal beneficiaries can receive substance abuse services through the County Behavioral Health Services' Alcohol and Drug Program. These programs can be accessed by calling the Access & Crisis Line. Medi-Cal beneficiaries in need of Acute Medical Detoxification are covered by their Medi-Cal Managed Care Plan. Acute Medical detoxification means treatment in an acute medical facility for a serious medical condition relating to substance withdrawal.

### **Medi-Cal Managed Care Plan Behavioral Health Services<sup>2</sup>**

Medi-Cal Managed Care Plans cover behavioral health services for members who do not qualify for **Specialty Mental Health** covered by the County. Each Medi-Cal Managed Care Plan has their own network of contracted behavioral health providers.

### **Consumer Center for Health Education & Advocacy**

The Consumer Center for Health Education & Advocacy helps beneficiaries understand how to use physical and behavioral health services. If there is a problem getting necessary care through a managed care plan, members and providers should first contact the plan's customer service department. In most cases, the health plan will resolve the issue. Occasionally, a plan member may feel his/her needs are not being met and may need a third party to help break down a barrier. The Consumer Center works closely with the health plans to figure out where the barrier is and how to resolve the problem. The Consumer Center for Health Education & Advocacy number is: (877) 734-3258.

