



LIVE WELL
SAN DIEGO



COUNTY OF SAN DIEGO BEHAVIORAL HEALTH SERVICES (BHS)

BEHAVIORAL HEALTH MEDI-CAL SERVICES

- ✓ Mental Health Plan (MHP)
- ✓ Drug Medi-Cal Organized Delivery System (DMC-ODS)
- ✓ Medi-Cal Managed Care Plans (MCPs)

 Access & Crisis Line
888-724-7240



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WHERE TO START

If you don't know where to start, or you need support during Plan or Provider non-business hours, you can call or send an online chat to the **Access and Crisis Line (ACL)**.

The ACL ensures that you are never alone, regardless of the time, by offering support **24 hours a day, 7 days a week** in over **200 languages**. The ACL offers crisis intervention, substance use and mental health services referrals, community resources, and other supportive services. Learn more about this resource by scanning the QR code below.

There is “no wrong door” to begin accessing mental health services. The County of San Diego Behavioral Health Services (BHS) department and Medi-Cal Managed Care Plans (MCPs) work together to make sure you have access to the right care, in the right place, at the right time.

Call (888) 724 - 7240



CRISIS LINE

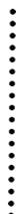
7 Days a Week, 24 Hours a Day



LIVE CHAT

Available Mon-Fri (4pm-10pm)
on the ACL website

The ACL is a local 988 Network Partner.



TYPES OF BEHAVIORAL HEALTH MEDICAL SERVICES

For Specialty Behavioral Health Services:

Specialty behavioral health services are for individuals with **serious and persistent mental health issues or substance use disorders**. These services include comprehensive treatment plans, therapy, and case management.

- The County manages these services through a network of providers that you can use to access specialty care for Medi-Cal beneficiaries with severe mental health needs
- ACL can connect you to the appropriate specialty mental health services

For Non-Specialty Behavioral Health Services:

Non-specialty services are designed for individuals who do not meet the criteria for specialty care but still need **support for mild to moderate mental health conditions**.

- Contact your Medi-Cal Managed Care Health Plan (MCP) directly for these services
- Each health plan has a network of providers that offer services for less severe behavioral health needs.



TIP: Not sure what services you need? When in doubt, call the ACL for the most appropriate referral

SPECIALTY BEHAVIORAL HEALTH SERVICES

SPECIALTY MENTAL HEALTH (SMH) SERVICES* THROUGH COUNTY MENTAL HEALTH PLAN (MHP) PROVIDERS:

- Mental Health Services
- Medication Support Services
- Targeted Case Management
- Crisis Intervention Services
- Crisis Stabilization Services
- Adult Residential Treatment Services
- Crisis Residential Treatment Services
- Day Treatment Intensive Services
- Day Rehabilitation
- Psychiatric Inpatient Hospital Services
- Psychiatric Health Facility Services
- Peer Support Services
- Mobile Crisis Services
- Additionally, beneficiaries under age 21 have access to:
 - Intensive Home-Based Services
 - Intensive Care Coordination
 - Therapeutic Behavioral Services
 - Therapeutic Foster Care

BHS PROVIDER
DIRECTORY



bit.ly/BHSProviders

BENEFICIARY
& FAMILIES
HANDBOOK



bit.ly/BeneficiaryHandbook

*Scan the QR code or visit [bit.ly /BeneficiaryHandbook](https://bit.ly/BeneficiaryHandbook) for service definitions and descriptions from the Medi-Cal Beneficiary & Families Handbook

SPECIALTY BEHAVIORAL HEALTH SERVICES

SUBSTANCE USE DISORDER (SUD) SERVICES* THROUGH COUNTY DRUG MEDI-CAL ORGANIZED DELIVERY SYSTEM (DMC-ODS) PROVIDERS:

- Early Intervention Services (for beneficiaries under age 21)
- Early Periodic Screening, Diagnosis, and Treatment (for beneficiaries under age 21)
- Outpatient Treatment Services
- Intensive Outpatient Services
- Perinatal Residential Substance Use Disorder Treatment Services
- Narcotic Treatment Program
- Medication Assisted Treatment
- Medi-Cal Peer Support Services
- Mobile Crisis Services

BHS PROVIDER
DIRECTORY



bit.ly/BHSProviders

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& FAMILIES
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NON-SPECIALTY BEHAVIORAL HEALTH SERVICES

NON-SPECIALTY MENTAL HEALTH (NSMH) SERVICES THROUGH MEDI-CAL MANAGED CARE PLANS (MCPS):

Mental Health Evaluation and Treatment

- Mental health evaluation and treatment, including individual, group and family psychotherapy
- Psychological and neuropsychological testing, when clinically indicated to evaluate a mental health condition

Outpatient and Ongoing Monitoring Services

- Outpatient services for purposes of monitoring drug therapy
- Psychiatric consultation
- Outpatient laboratory, drugs, supplies, and supplements

Emergency and Crisis Care

- Care in Emergency Departments

Substance Use Screening and Referral

- Medication for Addiction Treatment (MAT) provided in primary care, inpatient hospital, EDs, and other medical settings, and
- Alcohol and Drug Screening, Assessment, Brief Intervention, and Referral to Treatment (SABIRT) in Primary Care settings



Medi-Cal Managed Care Plans (MCP) cover transportation to all Medi-Cal covered services including Specialty Mental Health, Drug Medi-Cal Organized Delivery System and Denti-Cal. If you would like more information on transportation or about other benefits, such as Medi-Cal Rx, Enhanced Care Management, and Community Supports, you can call your MCP provider directly.

ACCESS TO TRANSPORTATION

Transportation services are only available to and from covered Medi-Cal services, which includes medical appointments for family planning, mental health and substance use disorder services, dental appointments, picking up prescriptions, and picking up medical supplies and equipment.

Nonemergency Medical Transportation (NEMT)

NEMT is for beneficiaries who can't access regular transportation due to medical reasons. NEMT includes ambulances, wheelchair vans, or litter vans and must be prescribed by a healthcare provider

Nonmedical Transportation (NMT)

NMT is for getting to and from Medi-Cal appointments using public or private transportation. It is available to all full-scope Medi-Cal beneficiaries and pregnant women who have no other way of getting to an appointment and have tried all other options. Reasons for needing NMT services can include:

- No driver's license
- No working vehicle
- Needing help to travel
- Physical or mental limitations
- No money for gas



TIP: To ensure access to transportation, reach out to a provider as soon as an appointment is made through the number listed in the Contact Guide on page 9

KNOW YOUR RIGHTS

GRIEVANCES AND APPEALS

Medi-Cal beneficiaries have a right to receive medically necessary treatment services in both the Mental Health Plan (or MHP, for primary diagnosis of a Mental Health condition) and Drug Medi-Cal Organized Delivery System (DMC-ODS, for primary diagnosis of a Substance Use Disorder).

GRIEVANCE
& APPEAL
INFORMATION



bit.ly/BHSYourRights

If you receive services and are not satisfied or do not agree with a decision made about your treatment, you may file a complaint (known as a grievance) or an appeal through our webpage or by calling the numbers listed below.

Filing a grievance, appeal, or requesting a State Fair Hearing will not count against you and will not impact the services you are receiving.

Jewish Family Service
Patient Advocacy Program
Complaints & Grievances
Inpatient & Residential
1-800-479-2233

**Consumer Center for Health Education
& Advocacy**
Patient Advocacy Program
Complaints & Grievances
Outpatient services
1-877-734-3258

If you are receiving specialty behavioral health services from any MHP and/or DMC-ODS network provider, please contact the Agency Compliance Office (contact information available on their webpage) if you encounter any compliance, privacy, or information security issues while receiving services from our providers.

CONTACT GUIDE

	Blue Shield CA Promise Health Plan	Community Health Group	Kaiser Permanente	Molina Healthcare
Member Services/ Transportation	1-855-699-5557	1-800-224-7766	1-800-464-4000	1-888-665-4621
Behavioral Health	1-855-321-2211	1-800-404-3332	1-833-579-4848	1-888-665-4621
Telephone Medical Advice Line	1-800-609-4166	1-800-647-6966	1-800-290-5000	1-888-275-8750
Vision Services	1-855-699-5557	Vision Service Plan 800-877-71951	1-800-464-4000	March Vision Services 1-888-463-4070
Medi-Cal RX	1-800-977-2273	1-800-977-2273	1-800-977-2273	1-800-977-2273
Denti-Cal	1-800-322-6384	1-800-322-6384	1-800-322-6384	1-800-322-6384

Pharmacy benefits for all Medi-Cal recipients are covered by the State's Medi-Cal Rx. Program: (800) 977-2273

**County Specialty Behavioral
Health Services**
MHP & DMC-ODS
Call the Access & Crisis Line
1-888-724-7240

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REMINDER: The ACL has language interpretation services available