

You Can Get Help If You Are Not Satisfied With Your Services

If you have concerns or feedback about the services you have received, please share with your counselor or the program. We strongly believe this is the best way to express your concerns. Program staff are here to address your needs and to listen to you. If you are not comfortable talking to program staff or continue to have concerns, then you may contact the following agencies:

- For help with filing regarding **inpatient and/or residential services**, you may call **Jewish Family Services (JFS) Patient Advocacy Program** at (619) 282-1134 or 1-800-479-2233.
- For help with filing regarding outpatient services, you may call the **Consumer Center for Health Education and Advocacy (CCHEA)** at their toll-free (877) 734-3258 (TTY 1-800-735-2929).

If you have a grievance about your care, want to appeal a decision that limits your care, or want to find out the status of an appeal or grievance, you may contact one of the agencies listed above. Medi-Cal beneficiaries have access to services and rights as specified in State and Federal regulations.

You can also file an expedited appeal when the standard process could seriously jeopardize life, health or the ability to attain, maintain or regain maximum function.

Need More Information?

For more information on the Grievance and Appeal Process and your rights under SMHS and DMC-ODS, ask your provider for a copy of the **County of San Diego Behavioral Health Member Handbook** or find a copy online at www.optumsandiego.com on the [Beneficiary & Families page](#).

Helpful Resources

Access and Crisis Line
888-724-7240 (TTY: 711)

This toll-free number is available 24 hours, 7 days a week and provides counselors who can answer your questions and provide referrals for mental health services and substance use disorder services.

Mobile Crisis Response Team (MCRT)
<https://www.sandiegocounty.gov/content/sdc/mcrt.html>

County of San Diego Behavioral Health Website
<https://www.sandiegocounty.gov/content/sdc/hhsa/programs/bhs.html>

County of San Diego Provider Directory
<https://sdcountrybhs.com/ProviderDirectory>

Who Do I Contact If I'm Having Suicidal Thoughts?

If you or someone you know is in crisis, please call the 988 Suicide and Crisis Lifeline at 988 or the National Suicide Prevention Lifeline at 1-800-273-TALK (8255). Chat is available at <https://988lifeline.org/>.



Behavioral Health Member Quick Guide

Specialty Mental Health Services (SMHS)

Drug Medi-Cal Organized Delivery System (DMC-ODS)

Behavioral Health Services

If you think you need behavioral health (BH) services such as specialty mental health services and/or substance use disorder services, you can call your county using the telephone number listed on the back of this pamphlet. Once you contact the county, you will receive a screening and be scheduled for an appointment for an assessment.

You can also request BH services from your managed care plan (MCP) if you are a member. If the MCP determines that you meet the access criteria for BH services, the MCP will help you to get an assessment to receive BH services through your county. Ultimately, there is no wrong door for getting BH services. You may even be able to receive BH services through your MCP in addition to BH services through your county. You can access these services through your BH provider if your provider determines that the services are clinically appropriate for you and as long as those services are coordinated and not duplicative.

Your Rights As a Medi-Cal member:

- Be treated with personal respect and respect for your dignity and privacy.
- Get clear and understandable explanations of available treatment options.
- Participate in decisions related to your behavioral health care. This includes the right to refuse any treatment that you do not wish to receive.
- Get the handbook to learn about county services, county obligations, and your rights.
- Ask for a copy of your medical records and request changes, if necessary.

- Be free from any form of restraint or seclusion that is imposed as a means of coercion, discipline, convenience, or retaliation.
- Receive timely access to care 24/7 for emergency, urgent, or crisis conditions when medically necessary.
- Upon request, receive written materials in alternative formats such as Braille, large-size print, and audio format in a timely manner.
- Receive behavioral health services from the county that follows its state contract for availability, capacity, coordination, coverage, and authorization of care.
- Express your rights without harmful changes to your treatment.
- Receive treatment and services in accordance with your rights described in the handbook and with all applicable federal and state laws.
- You may have additional rights under state laws regarding behavioral health treatment.

Type of Services Available

DMC-ODS Services include:

- Early Intervention
- Early Periodic Screening, Diagnosis, and Treatment
- Outpatient & Intensive Outpatient Treatment
- Residential Treatment
- Narcotic Treatment Program
- Withdrawal Management
- Medications for Addiction Treatment
- Justice-Involved Reentry
- Medi-Cal Peer Support Services

- Recovery Services
- Care Coordination
- Contingency Management
- Mobile Crisis Services
- Traditional Health Care Practices
- Enhanced Community Health Worker Services
- Supported Employment

SMH Services include:

- Outpatient Services for Adults
- Adult Residential & Crisis Residential
- Medication Support Services
- Crisis Intervention & Crisis Stabilization
- Day Treatment Intensive & Day Rehabilitation
- Outpatient Clinical Services for Children & Youth (including SchoolLink, Juvenile Justice & other specialty programs)
- Case Management & Care Coordination Services
- Crisis Intervention & Crisis Stabilization
- Residential Services for Children & Youth
- Psychiatric Inpatient Hospital Services
- Psychiatric Health Facility Services
- Therapeutic Foster Care
- Justice-Involved Reentry
- Medi-Cal Peer Support Services
- Mobile Crisis Services
- Enhanced Community Health Worker Services
- Supported Employment

For complete information on available services and description of each service, ask your provider for a copy of the **County of San Diego Behavioral Health Member Handbook** or find a copy online at www.optumsandiego.com on the [Beneficiary & Families page](#).