

R. QUICK REFERENCE

DIRECTORY

ACCESS AND CRISIS LINE (ACL)	(888) 724-7240
ACL FAX	(619) 641-6975
COUNTY OF SAN DIEGO MHP ADMINISTRATION	(619) 563-2700
Local Mental Health Director	(619) 563-2700
Medical Director	(619) 563-2700
Quality Management Unit – Program Manager	(619) 641-8802
Serious Incident Reporting Line	619-584-3022
QM FAX	(619) 236-1953
QM Email	QIMatters.hhsa@sdcounty.ca.gov
PIT Unit– Program Manager	(619) 584-5015
PIT Email	BHSQIPIT@sdcounty.ca.gov
MIS Unit– Program Manager	(619) 584-3004
MIS Help Desk:	(619) 584-5090
MIS Help Desk Email:	MHEHRSupport.HHSA@sdcounty.ca.gov
CalMHSA Help Desk:	833-686-6801
CalMHSA Help Desk Email:	calmhsa.sandiego@Buchanan-mail.onbmc.com
CalMHSA Access Issues:	
COSD EHR Support:	BHS_EHRAccessRequest.HHSA@sdcounty.ca.gov
Contract Administration Unit Manager	BHS_EHRSupport.HHSA@sdcounty.ca.gov
Claim Submission FAX	(619) 563-2733
MHP Compliance Hotline	(619) 563-2730
MAA Coordinator	(866) 549-0004
Mental Health Billing Unit	(619) 563-2700
FAX	(619) 338-2612
Email	(858) 467-9682
County Health Information Management Dept. (HIMD)	mhbillingunit.hhsa@sdcounty.ca.gov
	(619) 692-5700 Option #3 (Medical Record Requests)

OPTUM (ADMINISTRATIVE SERVICES ORGANIZATION)

Provider Line	(800) 798-2254 Option #7
Optum Administrative Services for MHP	(619) 641-6800
Admin FAX	(619) 641-6801
Optum Support Desk	(800) 834-3792
OPTUM Help Desk Email	SDHelpdesk@optum.com
Clinical-Access and Crisis Line	(619) 641-6802
TDD/TTY	(619) 641-6992

Organizational Provider Operations Handbook

QUICK REFERENCE

CLIENT ADVOCACY ORGANIZATIONS

Consumer Center for Health Education and Advocacy (877) 734-3258
JFS Patient Advocacy Program (800) 479-2233

AMERICAN SIGN LANGUAGE (ASL) INTERPRETER SERVICES

Deaf Community Services (619)398-2441
Videophone (619) 550-3436
Interpreter's Unlimited (858) 451-7490

INTERNET RESOURCES

County of San Diego www.sdcounty.ca.gov
Optum www.optumsandiego.com
CalMHSA <https://2023.calmhsa.org/>
CalMHSA Live Chat Support <https://2023.calmhsa.org/live-chat-support/>
California Board of Behavioral Sciences www.bbs.ca.gov
California Board of Psychology www.psychology.ca.gov
CA Code of Regulations www.dhcs.ca.gov/formsandpubs/laws/Pages/LawsandRegulations.aspx
California Department of Health Care Services www.dhcs.ca.gov
California Medi-Cal Website www.medi-cal.ca.gov
County Behavioral Health Directors Association of California www.cbhda.org
California Welfare & Institutions Code leginfo.legislature.ca.gov/faces/codes.xhtml
Center for Medicare and Medicaid Services www.cms.hhs.gov
Community Health Improvement Partners www.sdchip.org
Disability Benefits 101 <https://www.db101.org/>
211 San Diego (Social Services Database) www.211sandiego.org
Intentional Caregiver Website www.intentionalcaregiver.com
Psychiatric Rehabilitation Association www.psychrehabassociation.org
Joint Commission on Accreditation of Healthcare Org. www.jointcommission.org
National Institute of Mental Health (NIMH) www.nimh.nih.gov
Office of Inspector General Exclusion List www.oig.hhs.gov
GSA Excluded Parties Listing System (debarment) www.gsa.gov
Social Security Online www.socialsecurity.gov or www.ssa.gov
Ticket to Work Program www.yourtickettowork.com
Voter Registration Services – Secretary of State www.sos.ca.gov/elections/elections_vr.htm
Or (800) 345-VOTE