

Organizational Provider Operations Handbook

QUICK REFERENCE

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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) 641-8800
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
EHR Project Support Email:	BHS_EHRproject.hhsa@sdcounty.ca.gov
Contract Administration Unit Manager	(619) 563-2733
Claim Submission FAX	(619) 563-2730
MHP Compliance Hotline	(866) 549-0004
MAA Coordinator	(619) 563-2700
Mental Health Billing Unit	(619) 338-2612
FAX	(858) 467-9682
Email	mhbillingunit.hhsa@sdcounty.ca.gov
County Health Information Management Dept. (HIMD)	(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
Clinical-Access and Crisis Line	(619) 641-6802
TDD/TTY	(619) 641-6992

CLIENT ADVOCACY ORGANIZATIONS

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

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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/
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