

Organizational Provider Operations Handbook

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

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OPTUM (ADMINISTRATIVE SERVICES ORGANIZATION)	
Clinical-Access and Crisis Line	Phone: (619) 641-6802 TDD/TTY: (619) 641-6992
Optum Administrative Services for MHP	Phone: (619) 641-6800 Fax: (619) 641-6801
Optum Support Desk	Phone : (800) 834-3792 Email : SDHelpdesk@optum.com
Provider Line	(800) 798-2254 Option #7
CLIENT ADVOCACY ORGANIZATIONS	
Consumer Center for Health Education and Advocacy (CCHEA)	(877) 734-3258
Deaf Community Services	(619) 398-2441
Interpreter's Unlimited	(858) 451-7490
JFS Patient Advocacy Program (JFS)	(800) 479-2233
Videophone	(619) 550-3436
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

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INTERNET RESOURCES CONT.	
County Behavioral Health Directors Asso. of CA	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	Email: www.sos.ca.gov/elections/elections_vr.htm Phone: (800) 345-VOTE