



Medi-Cal Behavioral Health Quick Guide

| Health Plan | Medi-Cal Specialty Mental Health Services ¹ | Medi-Cal Managed Care Plan Behavioral Health Services ² |
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| Care1st Health Plan Care1st.com | San Diego Access & Crisis Line (888) 724-7240 | Care1st Health Plan (855) 321-2211 |
| Community Health Group Chgsd.com | San Diego Access & Crisis Line (888) 724-7240 | Behavioral Health Services (800) 404-3332 |
| Health Net HealthNet.com | San Diego Access & Crisis Line (888) 724-7240 | Managed Health Network (MHN) (888) 426-0030 |
| Kaiser Permanente KP.org | San Diego Access & Crisis Line (888) 724-7240 | Kaiser Permanente, Department of Psychiatry (877) 496-0450 |
| Molina Healthcare MolinaHealthcare.com | San Diego Access & Crisis Line (888) 724-7240 | Molina Healthcare (888) 665-4621 |

(*Medi-Cal beneficiaries can access a County Behavioral Health program directly.)

(*For emergencies call 911 or the Access & Crisis Line at (888) 724-7240)

Medi-Cal Specialty Mental Health Services¹

County Behavioral Health Services covers inpatient and outpatient **Medi-Cal Specialty Mental Health** services to all Medi-Cal beneficiaries including those on a Medi-Cal Managed Care Plan. Covered benefits are for clients with serious and persistent psychiatric illness requiring complex biopsychosocial services in order to maintain stability. These services are commonly provided by San Diego County's contracted network and inpatient psychiatric hospitals.

Substance Use Treatment

Medi-Cal beneficiaries can receive substance abuse services through the County Behavioral Health Services' Alcohol and Drug Program. These programs can be accessed by calling the Access & Crisis Line. Medi-Cal beneficiaries in need of Acute Medical Detoxification are covered by their Medi-Cal Managed Care Plan. Acute Medical detoxification means treatment in an acute medical facility for a serious medical condition relating to substance withdrawal.

Medi-Cal Managed Care Plan Behavioral Health Services²

Medi-Cal Managed Care Plans cover behavioral health services for members who do not qualify for **Specialty Mental Health** covered by the County. Each Medi-Cal Managed Care Plan has their own network of contracted behavioral health providers.

Consumer Center for Health Education & Advocacy

The Consumer Center for Health Education & Advocacy helps beneficiaries understand how to use physical and behavioral health services. If there is a problem getting necessary care through a managed care plan, members and providers should first contact the plan's customer service department. In most cases, the health plan will resolve the issue. Occasionally, a plan member may feel his/her needs are not being met and may need a third party to help break down a barrier. The Consumer Center works closely with the health plans to figure out where the barrier is and how to resolve the problem. The Consumer Center for Health Education & Advocacy number is: (877) 734-3258.



Medi-Cal Mental Health Severity Screening

***For new clients who are accessing services; not individuals already connected with a provider**

| Service Provider | Indicators |
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| <p>Specialty Mental Health Services Provided by the County Mental Health Plan</p> <ul style="list-style-type: none"> Contact the San Diego County Access & Crisis Line at (888) 724-7240 A member may access a County Behavioral Health Program directly For an emergency, call 911 | <p>If any of the following indicators of serious impairment/disturbance in mood, behavior, and/or psychosocial functioning are met, the member may be referred for Specialty Mental Health Services through the County.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Acute risk of harm to self or others <input type="checkbox"/> Psychotic symptoms (delusions, hallucinations, paranoia) <input type="checkbox"/> Marked cognitive impairment (confusion, disordered thinking, poor concentration) <input type="checkbox"/> Impulsive, reckless, aggressive behavior with marked decline in self-control <input type="checkbox"/> Serious incapacitation or unable to perform key roles and/or usual daily activities, such as work, school, household tasks, or self-care <input type="checkbox"/> Repeated psychiatric hospitalizations <input type="checkbox"/> History of a serious suicide attempt or injury to others <input type="checkbox"/> Appears to need on-going case management or therapy <input type="checkbox"/> On LPS Conservatorship <input type="checkbox"/> Symptoms of chronic mental health condition(s) are significantly exacerbated by new life stressors or circumstances |
| <p>Behavioral Health Services Provided by the Medi-Cal Managed Care Health Plan*</p> <ul style="list-style-type: none"> Contact the appropriate Health Plan below | <p>If any of the following indicators of mild to moderate impairment/disturbance in mood, behavior, and/or psychosocial functioning are met, the member may be referred to their Medi-Cal Managed Care Health Plan</p> <ul style="list-style-type: none"> <input type="checkbox"/> In need of behavioral health treatment due to a situational issue such as loss, break up, major life changes <input type="checkbox"/> Isolation or substantial disruption in relationships with family, friends, or other social supports, resulting in extreme distress <input type="checkbox"/> Excessive truancy or suddenly failing school <input type="checkbox"/> Symptoms are likely to be resolved in 6 months or less with psychotherapy <input type="checkbox"/> Member has been stable on psychotropic medications for 1 year or longer and requires medication management only |

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| <p>Care1st Health Plan (855) 321-2211 Care1st.com</p>  | <p>Community Health Group (800) 404-3332 Chgsd.com</p>  | <p>Health Net (MHN) (888) 426-0030 Healthnet.com</p>  | <p>Kaiser Permanente (877) 496-0450 KP.org</p>  | <p>Molina Healthcare (888) 665-4621 MolinaHealthcare.com</p>  |
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