**Medi-Cal Behavioral Health Quick Guide**

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| **Health Plan** | **Medi-Cal Specialty Mental Health Services** | **Medi-Cal Managed Care Plan**  **Behavioral Health Services** |
| **Aetna Better Health**  **AetnaBetterHealth.com** | San Diego Access & Crisis Line  (888) 724-7240 | Aetna Better Health  (855) 772-9076 |
| **Blue Shield CA Promise Health Plan**  **Blueshieldca.com/promise** | San Diego Access & Crisis Line  (888) 724-7240 | Blue Shield CA Promise 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 |
| **United Healthcare**  **Uhccommunityplan.com** | San Diego Access & Crisis Line  (888) 724-7240 | United Healthcare  (866) 270-5785 |

Medi-Cal beneficiaries can access County Behavioral Health Services directly

**Medi-Cal Specialty Mental Health Services**

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. For children and youth up to the age 21, a lower threshold of severity (as defined by EPSDT) is applied.

**Substance Use Treatment**

Medi-Cal beneficiaries can receive substance abuse services through the San Diego County Drug Medi-Cal Organized Delivery System. Programs can be accessed by calling the San Diego County 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 Services**

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.

Medi-Cal RX

**Consumer Center for Health Education & Advocacy**

**OPTUMHealth**The Consumer Center for Health Education & Advocacy (“Consumer Center”) helps consumers understand how to use physical and behavioral health services.  Consumers that have problems accessing necessary care may contact the plan’s customer service department, or the County Behavioral Health Access line (see number above). If a plan member feels his/her needs are not being met, the Consumer Center works to identify barriers and resolve problems.  **The Consumer Center for Health Education & Advocacy number is:  (877) 734-3258.**

**chghealth net**

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**San Diego County**

**Medi-Cal Mental Health Severity Screening**

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

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| **Service Provider** | **Indicators** |
| **Specialty Mental Health Services Provided by the County Mental Health Plan**   * Contact the San Diego County Access & Crisis Line at (888) 724-7240 * A member may access a County Behavioral Health Program directly * Translation services for members with a Serious Mental Illness or Seriously Emotionally Disturbed * To access Crisis Residential Services call Optum Public Sector Provider Line at (800) 798-2254 Option 1 | 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.   * Acute risk of harm to self or others * Psychotic symptoms (delusions, hallucinations, paranoia) * Marked cognitive impairment (confusion, disordered thinking, etc.) * Impulsive, reckless, aggressive behavior with marked decline in self-control * Serious incapacitation or unable to perform key roles and/or usual daily activities, such as work, school, household tasks, or self-care * Repeated psychiatric hospitalizations * History of a serious suicide attempt or injury to others * Appears to need on­­-going case management or therapy * On LPS Conservatorship * Symptoms of chronic mental health condition(s) are significantly exacerbated by new life stressors or circumstances   **For children and youth up to the age of 21, a lower threshold of severity (as defined by EPSDT) is applied** |
| **Behavioral Health Services Provided by the Medi-Cal Managed Care Health Plan\***   * Contact the appropriate Health Plan below * Transportation to all Medi-Cal covered services including Specialty Mental Health * Translation services for members with a mild to moderate mental health condition | 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   * In need of behavioral health treatment due to a situational issue such as loss, break up, major life changes * Isolation or substantial disruption in relationships with family, friends, or other social supports, resulting in extreme distress * Excessive truancy or suddenly failing school * Symptoms are likely to be resolved in 6 months or less with psychotherapy * Member has been stable on psychotropic medications for 1 year or longer and requires medication management only |

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| Vista Hills SmartCare program offers Psychiatric consultations to primary care providers at no cost.  Provides on-demand consultations to primary care providers regarding screening, diagnosis and treatment of behavioral health issues. For more information or referral: Physician provider phone number: 858-880-6405 email: [BHCS.Provider@vistahill.org](mailto:BHCS.Provider@vistahill.org) Families, please call 858-956-5900 |

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