



COUNTY OF SAN DIEGO
BEHAVIORAL HEALTH SERVICES



COUNTY OF SAN DIEGO BEHAVIORAL HEALTH SERVICES (BHS)

Behavioral Health Medi-Cal Services

- ✓ Mental Health Plan (MHP)
- ✓ Drug Medi-Cal
Organized Delivery
System (DMC-ODS)
- ✓ Medi-Cal Managed
Care Plans (MCPs)

 Access & Crisis Line
888-724-7240



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WHERE TO START

If you don't know where to start, or need help after hours, you can call or chat online with the [Access and Crisis Line \(ACL\)](#).

- ✓ Get help **24 hours a day, 7 days a week.**

Call 888-724-7240

- ✓ Connect in **over 200 languages.**



**CRISIS LINE
OPEN 24/7**

- ✓ Find **crisis support**, referrals for **mental health or substance use services**, and information about **local resources.**



LIVE CHAT

Available Mon-Fri (4pm-10pm)
on the ACL website

- ✓ Scan the QR code below, **call (888) 724-7240**, or **text 9-8-8** to learn more.

The ACL is a local 9-8-8 network partner

There is “no wrong door” to get help.

County of San Diego Behavioral Health Services and Medi-Cal Managed Care Plans work together to make sure you have access to the right care, in the right place, at the right time.



bit.ly/SDACL

TYPES OF BEHAVIORAL HEALTH MEDI-CAL SERVICES

County Behavioral Health Services:

For people with **serious mental illness or substance use disorders**. This includes comprehensive treatment plans, therapy, and case management.

- The County manages these services through a network of specialty providers for Medi-Cal beneficiaries.

Non-Specialty Mental Health Services:

For people who do not meet the criteria for specialty care but still need support for **mild to moderate mental health conditions like stress, anxiety, or mild depression**.

- Contact your Medi-Cal Managed Care Health Plan directly for these services. Each health plan has a network of providers that support mild to moderate behavioral health needs.

Behavioral Health Services Guide



bit.ly/DHCS-Guide

Visit the [Department of Health Care Services Behavioral Health Services Guide](#) or scan the QR code to learn more about what Medi-Cal covers.



TIP: Not sure what services you need?
Call the ACL for the most appropriate referral.

COUNTY BEHAVIORAL HEALTH SERVICES

Specialty Mental Health Services Through County Mental Health Plan Providers:

✓ Crisis Services

Intervention, stabilization,
residential treatment, and
mobile response

✓ Ongoing Services

Mental health, medication
support, case management,
peer support, day treatment

✓ Inpatient Services

Adult residential
treatment, psychiatric
hospital and health facility

✓ Youth Support (21 & under)

Care coordination, home-
based services, therapeutic
services and foster care

Visit the [Behavioral Health Services Provider Directory](#) or scan the QR
code for services definitions and descriptions from the [Medi-Cal
Beneficiary & Families Handbook](#).

Behavioral Health Services Provider Directory



bit.ly/BHSPProviders

Beneficiary & Families Handbook



bit.ly/BeneficiaryHandbook

COUNTY BEHAVIORAL HEALTH SERVICES

Substance Use Disorder Services Through County Drug Medi-Cal Organized Delivery System Providers:

- ✓ **Early Support**
Screening, early intervention, clinician consultation, care coordination
- ✓ **Inpatient Care**
Residential treatment programs, intensive inpatient services
- ✓ **Outpatient Care**
Narcotic treatment programs, withdrawal management, recovery, counseling
- ✓ **Community Services**
Peer support, community health workers, supported employment

Visit the [Behavioral Health Services Provider Directory](#) or scan the QR code for services definitions and descriptions from the [Medi-Cal Beneficiary & Families Handbook](#).

Behavioral Health Services Provider Directory



bit.ly/BHSPProviders

Beneficiary & Families Handbook



bit.ly/BeneficiaryHandbook



REMINDER: County substance use disorder services are available to **ALL** Medi-Cal beneficiaries.

NON-SPECIALTY MENTAL HEALTH SERVICES

Non-Specialty Mental Health Services Through Medi-Cal Managed Care Plans:

- ✓ **Mental Health Evaluation and Treatment**
 - Individual, group, and family psychotherapy
 - Dyadic behavioral health services
 - Psychological/neuropsychological mental health testing
- ✓ **Outpatient and Ongoing Monitoring Services**
 - Drug therapy monitoring
 - Psychiatric consultation
 - Laboratory, drugs, supplies, and supplements
- ✓ **Emergency Crisis Care**
 - Emergency departments
- ✓ **Substance Use Screening and Referral**
 - Medication for addiction treatment in primary care, hospitals, emergency departments, other medical settings
 - Screening and support for alcohol and drug concerns in your doctor's office



Medi-Cal Managed Care Plans (MCP) cover transportation to all Medi-Cal covered services including Specialty Mental Health, Drug Medi-Cal Organized Delivery System and Denti-Cal. If you would like more information on transportation or about other benefits, such as Medi-Cal Rx, Enhanced Care Management, and Community Supports, you can call your MCP provider directly.

ACCESS TO TRANSPORTATION

Transportation is available for Medi-Cal covered services, such as:

- Medical and dental appointments
- Mental health and substance use services
- Picking up prescriptions and medical supplies

Call your health plan to schedule a ride.

Non-Emergency Medical Transportation

This service provides medically necessary transportation by ambulance, wheelchair van, or litter van. It must be prescribed by a healthcare provider and is for Medi-Cal members who cannot use regular transportation for medical reasons.

Non-Medical Transportation

This service provides transportation for Medi-Cal members and pregnant individuals who have no other way to get to their medical appointments. You may qualify if you:

- Do not have a driver's license
- Do not have a working vehicle
- Need help traveling
- Have physical or mental limitations
- Do not have money for gas



TIP: To ensure access to transportation, reach out to a provider as soon as an appointment is made. See the Contact Guide on page 10.

KNOW YOUR RIGHTS

Grievances and Appeals

Medi-Cal members have the right to receive necessary mental health or substance use treatment through the Mental Health Plan and the Drug Medi-Cal Organized Delivery System.

If you receive services and are not satisfied or do not agree with a decision made about your treatment, you may file a complaint (grievance) or an appeal through our webpage or by calling the numbers listed below.

Consumer Center for Health, Education, and Advocacy

Patient Advocacy Program
Complaints & Grievances
Outpatient Services
877-734-3258

Jewish Family Service

Patient Advocacy Program
Complaints & Grievances
Inpatient & Residential
800-479-2233

If you have concerns about compliance, privacy, or information security, please contact the Business Assurance and Compliance Office at **619-237-8571**.

Scan the QR code or visit the [Behavioral Health Services “Your Rights” webpage](#) for more details.

Grievance & Appeal Information



bit.ly/BHSYourRights



REMINDER: This help is free and will **NOT** affect your benefits.

CONTACT GUIDE

	Blue Shield CA Promise Health Plan	Community Health Group	Kaiser Permanente	Molina Healthcare
Member Services/ Transportation	855-699-5557	800-224-7766	800-464-4000	888-665-4621
Behavioral Health	855-321-2211	800-404-3332	833-579-4848	888-665-4621
Telephone Medical Advice Line	800-609-4166	800-647-6966	800-290-5000	888-275-8750
Vision Services	855-699-5557	Vision Service Plan 800-877-7195	800-464-4000	March Vision Services 888-463-4070
Medi-Cal Rx	800-977-2273	800-977-2273	800-977-2273	800-977-2273
Denti-Cal	800-322-6384	800-322-6384	800-322-6384	800-322-6384

**Pharmacy benefits for all Medi-Cal recipients are covered
by the State's Medi-Cal Rx program: 800-977-2273**

**County Specialty
Behavioral Health Services**
MHP & DMC-ODS
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REMINDER: The ACL has language
interpretation services available.