



# GUIDE TO Medi-Cal Mental Health Services





***If you are having an emergency, please call 9-1-1 or visit the nearest hospital emergency room.***

***If you would like additional information to help you decide if this is an emergency, please see the information on State of California page 6 in this booklet.***



### **Important Telephone Numbers**

Emergency ..... 911  
Santa Cruz County .....(800) 952-2335  
Mental Health Services



### **How to Get a Provider List:**

You may ask for, and your Mental Health Plan (MHP) should give to you, a directory of people, clinics and hospitals where you can get mental health services in your area. This is called a 'provider list' and contains names, phone numbers and addresses of doctors, therapists, hospitals and other places where you may be able to get help. You may need to contact your MHP first, before you go to seek help. Call your MHP's 24-hour toll-free number above to request a provider directory and to ask if you need to contact the MHP before going to a service provider's office, clinic or hospital for help.



### **In What Other Languages And Formats Are These Materials Available?**

**Este folleto (o información) esta disponible en Español. Usted puede solicitarlo llamando al número de teléfono gratuito mencionado anteriormente.**

Information about Santa Cruz County's MHP services are available in Spanish, on audio tape for beneficiaries who are visually impaired, and the MHP will utilize the relay service or TDD device for hearing impaired beneficiaries at (831) 523-1786. We also utilize an AT&T Language Line for those languages that are not the threshold language and for whom we do not have staff language capability. Please call (800) 952-2335 for more information.

# Introduction to Medi-Cal Mental Health Services

## **Why Did I Get This Booklet And Why Is It Important?**

You are getting this booklet because you are eligible for Medi-Cal and need to know about the mental health services that Santa Cruz County offers and how to get these services if you need them.

If you are now getting services from Santa Cruz County, this booklet just tells you more about how things work. This booklet tells you about mental health services, but does not change the services you are getting. You may want to keep this booklet so you can read it again.

If you are not getting services right now, you may want to keep this booklet in case you, or someone you know, need to know about mental health services in the future.

***If you have trouble understanding this booklet, please call the MHP at (800) 952-2335 to ask for help or to find out about other ways you can get this important information.***

## **What Is A Mental Health Emergency?**

### **An emergency is a serious mental or emotional problem such as:**

When a person is a danger to himself, herself, or others because of what seems like a mental illness, or

When a person cannot get or use the food, shelter, or clothing they need because of what seems like a mental illness.

**In an emergency, please call 9-1-1 or take the person to a hospital emergency room.**

## **How Do I Use This Booklet?**

This booklet will help you know what specialty mental health services are, if you may get them, and how you can get help from the Santa Cruz County MHP.

This booklet has two sections. The first section tells you how to get help from the Santa Cruz County MHP and how it works..

The second section is from the State of California and gives you more general information about specialty mental health services. It tells you how to get other services, how to resolve problems, and what your rights are under the program.

This booklet also tells you how to get information about the doctors, clinics and hospitals that the Santa Cruz County MHP uses to provide services and where they are located.

## What is My County's Mental Health Plan (MHP)?

Mental health services are available to people on Medi-Cal, including children, young people, adults and older adults in Santa Cruz County.

Sometimes these services are available through your regular doctor. Sometimes they are provided by a specialist, and called 'specialty' mental health services. These specialty services are provided through the Santa Cruz County "Mental Health Plan" or MHP, which is separate from your regular doctor. The Santa Cruz County MHP operates under rules set by the State of California and the federal government. Each county in California has its own MHP.

If you feel you have a mental health problem, you may contact the Santa Cruz County MHP directly at **(800) 952-2335**. This is a toll-free telephone number that is available 24-hours a day, seven days a week. Written and oral interpretation of your rights, benefits and treatments is available in your preferred language. You do not need to see your regular doctor first or get permission or a referral before you call.



**You may also request a State Fair Hearing. Please see page 26 in the State of California section of this booklet for more information.**

If you believe you would benefit from specialty mental health services and are eligible for Medi-Cal, the Santa Cruz County Mental Health Plan will help you find out if you may get mental health treatments and services. If you would like more information about specific services, please see the sections on 'Services' on the State of California page 9 in this booklet.

## What If I Have A Problem Getting Help?

If you have a problem getting help, please call the Santa Cruz County MHP's 24-hour, toll-free phone number at **(800) 952-2335**. You may also call your county's Patient's Right Advocate at **(831) 429-1913**.

**If that does not solve your problem, you may call the State of California's Ombudsman for help:**

**(800) 896-4042** - CA Only

**(800) 896-2512** TTY

Email: [MH0mbudsman@dhcs.ca.gov](mailto:MH0mbudsman@dhcs.ca.gov)

## Santa Cruz County

<b>Welcome To The Santa Cruz County Mental Health Plan</b> .....	Santa Cruz County 1
<b>Basic Emergency Information</b>	
Important Telephone Numbers .....	2
How Do I Know If Someone Needs Help Right Away?.....	2
What Specialty Mental Health Services Does Santa Cruz County Provide? ....	2
<b>Santa Cruz County Mental Health Plan Services/Information</b>	
How Do I Get These Services? .....	3
What Does It Mean To Be “Authorized” To Receive Mental Health Services And What Is The Amount, Duration And Scope Of Services Provided? .....	3 3
How Do I Get More Information About Doctors, Therapists, Clinics And Hospitals? .....	4 4
In What Other Languages And Formats Are These Materials Available? .....	4
Can I See Any Doctor, Therapist, Clinic Or Hospital On The “Provider List? ...	4
What If I Want To Change Doctors, Therapists Or Clinics? .....	4
How Do I Get A “Provider List” .....	4
Can I Use The “Provider List” To Find Someone To Help Me? .....	4
What If I Want To See A Doctor, Therapist, Clinic Or Hospital That Is Not Listed On Santa Cruz County’s “Provider List?” .....	5 5
What If I Need Urgent-Care Mental Health Services On A Weekend Or At Night? .....	5 5
How Do I Get Mental Health Services That My Mental Health Provider Does Not Offer? .....	5 5
What If I Need To See A Doctor For Something Other Than Mental Health Treatment? .....	5 5
What Can I Do If I Am Not Satisfied With My Mental Health Treatment? .....	5
How Do I Contact the Patient’s Rights Advocate? .....	6
Does Santa Cruz County Keep My Mental Health Records Private? .....	6

## State of California

<b>General Statewide Information</b>	
How Do I Know if Someone Needs Help Right Away? .....	State of California 1
<b>County Mental Health Plans</b>	
What Are Mental Health Services? .....	2
Where Can I Get Mental Health Services? .....	2
How Do I Get Service? .....	2

**Important Information About Medi-Cal**

Who Can Get Medi-Cal? ..... 3  
 Do I Have To Pay For Medi-Cal? ..... 3  
 How Do I Get Medi-Cal Services That Are Not Covered by the  
 Mental Health Plan? ..... 4  
 What is the Child Health and Disability Prevention (CHDP) Program? ..... 5

**Basic Emergency Information**

Are You Having an Emergency? ..... 6  
 What Kind of Emergency-Related Services Are Provided? ..... 7  
 When Does My County MHP’s Responsibility for Covering  
 Post-Stabilization Care End? ..... 8

**Services**

**(ADULTS AND OLDER ADULTS)**

How Do I Know When I Need Help? ..... 9  
 What Are Signs I May Need Help? ..... 9  
 What Services Are Available? ..... 10

**(CHILDREN, ADOLESCENTS, AND YOUNG PEOPLE)**

How Do I Know When A Child Needs Help? ..... 12  
 How Do I Know When An Adolescent or Young Person Needs Help? ..... 13  
 What Services Are Available? ..... 13  
 Are There Special Services Available For Children, Adolescents  
 and Young Adults? ..... 14  
 What Are Therapeutic Behavioral Services (TBS)? ..... 14  
 Who Can Get TBS? ..... 15  
 Are There Other Things That Must Happen For Me To Get TBS? ..... 15  
 How Do I Get TBS? ..... 15  
 Who Decides If I Need TBS and Where Can I Get Them? ..... 16  
 What Should Be In My TBS Plan? ..... 16

**‘Medical Necessity’ Criteria**

What is ‘Medical Necessity’ and Why is it so Important? ..... 17  
 What Are the ‘Medical Necessity’ Criteria for Coverage of Specialty  
 Mental Health Services Except for Hospital Services? ..... 17  
 What Are the ‘Medical Necessity’ Criteria for Covering Specialty  
 Mental Health Services for People under 21 Years of Age? ..... 18

**Notice of Action**

What Is A Notice Of Action? ..... 20  
 When Will I Get A Notice of Action? ..... 20  
 Will I Always Get A Notice Of Action When I Don’t Get Services I Want? ..... 21  
 What Will The Notice of Action Tell Me? ..... 21  
 What Should I Do When I Get A Notice Of Action? ..... 21

**Problem Resolution Processes**

What If I Don't Get the Services I Want From My County MHP? ..... 22  
 Can I Get Help to File an Appeal, Grievance, or State Fair Hearing? ..... 22  
 What If I Need Help to Solve a Problem with my MHP but Don't Want to  
 File a Grievance or Appeal? ..... 22

**(THE APPEALS PROCESSES - Standard and Expedited)**

What Is a Standard Appeal? ..... 23  
 When Can I File an Appeal? ..... 24  
 How Can I File an Appeal? ..... 24  
 How Do I Know If My Appeal is Resolved? ..... 24  
 Is There a Deadline to File an Appeal? ..... 24  
 When Will My Appeal Be Resolved? ..... 25  
 What If I Can't Wait 45 Days For My Appeal Decision? ..... 25  
 What Is an Expedited Appeal? ..... 25

**(THE STATE FAIR HEARING PROCESSES - Standard and Expedited)**

What Is a State Fair Hearing? ..... 26  
 What Are My State Fair Hearing Rights? ..... 26  
 When Can I File For a State Fair Hearing? ..... 26  
 How Do I Request a State Fair Hearing? ..... 26  
 Is There a Deadline For Filing a State Fair Hearing? ..... 27  
 Can I Continue Services While I'm Waiting For A State  
 Fair Hearing Decision? ..... 27  
 What If I Can't Wait 90 Days For My State Fair Hearing Decision? ..... 27

**(THE GRIEVANCE PROCESS )**

What Is a Grievance? ..... 28  
 When Can I File a Grievance? ..... 28  
 How Can I File a Grievance? ..... 28

**Your Rights**

What Are My Rights? ..... 30  
**(ADVANCE DIRECTIVES)**  
 What Is an Advance Directive? ..... 32  
**(CULTURAL COMPETENCY)**  
 Why Are Cultural Considerations and Language Access Important? ..... 33

**How Services May Be Provided to You**

How Do I Get Specialty Mental Health Services? ..... 35  
 How Do I Find a Provider For the Specialty Mental Health Services I Need? 35  
 Once I Find a Provider, Can the MHP Tell the Provider What Services I Get? 36  
 Which Providers Does My MHP Use? ..... 37

# Welcome to the Santa Cruz County Mental Health Plan



## **We welcome you to Santa Cruz County Mental Health Services, and to the Medi-Cal Mental Health Plan.**

We provide specialty mental health services for people who live in Santa Cruz County and are eligible for Medi-Cal. Please read this brochure carefully. It contains important information you need to know.

### **As Your Mental Health Services Plan We Will:**

- Give you answers to your questions about mental health treatment
- Tell you what mental health services are covered by Medi-Cal
- Determine what types of mental health services you need and help you get them.
- Treat you with respect
- Ensure you receive services in a safe environment
- Help you get culturally competent care.

### **As A Participant, You Also Have Specific Responsibilities:**

- Give honest and complete information about your mental health needs
- Take an active part in your mental health treatment
- Keep your appointments as scheduled
- Call if you cannot keep your appointment
- Work on treatment goals with your provider





## Important Telephone Numbers

Emergency	911
Santa Cruz County Mental Health Services	(800) 952-2335

***No Prior Authorization Is Required for Emergency Services.***

### **How Do I Know If Someone Needs Help Right Away?**

Even if there is no emergency, a person with mental health problems needs help right away if one or more of these things are true.

- Hearing or seeing things others believe are not there
- Extreme and frequent thoughts of, or talking about, death
- Giving away their things
- Threatening to kill themselves (suicide)
- Wanting to hurt themselves or others

If one or more of these things is true, call 911 or the Santa Cruz County MHP **(800) 952-2335** (24-hours toll free). Mental Health workers are on-call 24-hours a day.



***The other services that are sometimes needed are included in the list on pages 9 (adults) and 12 (children) in the State of California section of this booklet.***

### **What Specialty Mental Health Services Does Santa Cruz County Provide?**

- **Access:** Screening, information, and referral in response to requests for services.
- **Assessment:** Review of the beneficiary's mental, emotional, or behavioral history and present circumstances, including relevant cultural needs.
- **Mental Health Counseling:** Services to address mental and emotional distress and improve quality of life.
- **Case Coordination:** Services to access and maintain community resources, such as medical, educational, vocational, and housing.
- **Medication Support:** Psychiatric services that include evaluation, education, prescribing, and monitoring the use of medication.
- **Day Treatment Services:** A structured program of rehabilitation and therapy to improve, maintain or restore personal independence and community functioning.
- **Therapeutic Behavioral Services:** Short-term, intensive, one-on-one services for severely emotionally disturbed children/youth (up to age

21) that are already receiving other mental health services and live in a RCL-12 group home or above, are at risk of such a placement, or have been recently hospitalized.

- **Adult Residential Treatment:** Services provided 24-hours a day, seven days a week in a therapeutic living community that includes a range of activities.
- **Crisis:** An immediate telephone response and a face-to-face assessment within 36 hours by a mental health professional in order to avoid hospitalization.
- **Psychiatric Inpatient:** Services provided in a hospital setting to a beneficiary in need of intensive psychiatric and medical services.

The services listed above are the services that the Santa Cruz County MHP thinks are most likely to help people who need services from us. Sometimes other services may be needed. The other services that are sometimes needed are included in the list on pages 9 (adults) and 12 (children) in the State of California section of this booklet.

### **How Do I Get These Services?**

Call **(800) 952-2335** 24 hours a day. Based upon the results of an assessment, the team's care managers will link you and your family to the most appropriate services available.

### **What Does It Mean To Be "Authorized" To Receive Mental Health Services And What Is The Amount, Duration And Scope Of Services Provided?**

To be authorized means that you have been approved to receive mental health services in Santa Cruz County. To become authorized, your needs must be assessed by the Mental Health ACCESS Team by calling **(800) 952-2335**.

You, your provider and the Santa Cruz County MHP are all involved in deciding what services you need to receive through the MHP, including how often you will need services and for how long. The Santa Cruz County MHP may require your provider to ask the MHP to review the reasons the provider thinks you need a service before the services is provided. The Santa Cruz County MHP uses a qualified mental health professional to do the review. This review process is called an MHP payment authorization process.

The State requires the Santa Cruz County MHP to have an authorization process for day treatment intensive, day rehabilitation, and therapeutic behavioral services (TBS). The Santa Cruz County MHP follows state rules for our MHP payment authorization process, which are described on page 3 in the State of California section of this booklet. If you would like more information on how the Santa Cruz County does MHP payment authorizations or when we require your provider to request an MHP payment authorization for services, please contact the Santa Cruz County MHP at **(800) 952-2335**.

## **How Do I Get More Information About Santa Cruz County's Mental Health Services Including Doctors, Therapists, Clinics And Hospitals?**

Please call **(800) 952-2335** for more information.

## **In What Other Languages And Formats Are These Materials Available?**

Information about Santa Cruz County's MHP services are available in Spanish, on audio tape for beneficiaries who are visually impaired, and the MHP will utilize the relay service or TDD device for hearing impaired beneficiaries at **(831) 523-1786**. We also utilize an AT&T Language line for those languages that are not the threshold language and for whom we do not have the staff language capability. Please call **(800) 952-2335** for more information.

## **Can I See Any Doctor, Therapist, Clinic Or Hospital On Santa Cruz County's "Provider List"?**

**No. We require that you contact us first because we want to make sure that:**

1. Your services are authorized, and
2. The provider you choose is accepting new Medi-Cal beneficiaries.

The phone number to contact us is **(800) 952-2335**.

## **What If I Want To Change Doctors, Therapists Or Clinics?**

To change a provider, a 'Changing Your Treatment Staff' form may be used or, for the provider network, you may contact the Access team at the toll-free number below. Please call **(800) 952-2335** for more information.

## **How Can I Get A Copy of the "Provider" List?**

You may request a copy of the provider list by calling the Santa Cruz County MHP at: **(800) 952-2335** and asking for it.

## **Can I Use The "Provider List" To Find Someone To Help Me?**

Please call **(800) 952-2335** for more information. You should contact the Access team at the 800 toll-free number to obtain an assessment to determine what services, if any, would be medically necessary.

## **What If I Want To See A Doctor, Clinic Or Hospital That Is Not Listed On Santa Cruz County's "Provider List"?**

Please call **(800) 952-2335** to determine whether this provider may be currently on our managed care panel.

## **What If I Need Urgent-Care Mental Health Services On A Weekend Or At Night?**

If you, or someone you know is at risk of harm to themselves or others and needs immediate help you should always call 911. After hours and on weekends, Urgent Care will be authorized by the AHP Administrator on-call. To request Urgent Care call **(800) 952-2335**.

If you are having a crisis but not in imminent danger you should call the Access Team at **(800) 952-2335** 24 hours a day.

## **How Do I Get Mental Health Services That My Mental Health Provider Does Not Offer?**

Please call **(800) 952-2335** for more information about another provider who may offer this service.

## **What If I Need To See A Doctor For Something Other Than Mental Health Treatment? How Are People Referred To Medi-Cal Services Other Than Mental Health Care In Santa Cruz County?**

Santa Cruz County Medi-Cal beneficiaries have physical healthcare services authorized by Central California Alliance for Health, **(800) 700-3874**. Please call **(800) 952-2335** for more information.

## **What Can I Do If I Have A Problem Or Am Not Satisfied With My Mental Health Treatment?**

If you have a concern or problem or are not satisfied with your mental health services, the MHP wants to be sure your concerns are resolved simply and quickly. Please contact the MHP at **(800) 952-2335** to find out how to resolve your concerns.

There are three ways you can work with the MHP to resolve concerns about services or other problems. You can file a Grievance verbally or in writing with the MHP about any MHP related issue. You can file an Appeal verbally (and follow up in writing) or in writing with the MHP. You can also file for a State Fair Hearing with the Department of Social Services.

For more information about how the MHP Grievance and Appeal processes and the State Fair Hearing process work, please turn to the section about Grievances, Appeals and State Fair Hearings on page 22 in the State of California section of this booklet.

Your problem will be handled as quickly and simply as possible. It will be kept confidential. You will not be subject to discrimination or any other penalty for filing a Grievance or Appeal or State Fair Hearing. You may authorize another person to act on your behalf in the Grievance, Appeal, or State Fair Hearing process.



***For more information on Grievances, Appeals and State Fair Hearings, please turn to the section about "Problem Resolution Processes" in the State of California page 22***

### **Who Is Santa Cruz County's Patient's Rights Advocate, What Do They Do and How Do I Contact Them?**

Santa Cruz County's Patient's Rights Advocate can assist with any problems or complaints you have with your mental health services. Any person with mental health concerns can also contact the Ombudsman/Advocate office at **(831) 429-1913**.

The Patient's Rights Advocate can be reached at **(831) 429-1913** or **(831) 636-1638**.

### **Does Santa Cruz County Keep My Mental Health Records Private?**

You have a right to privacy. Your provider cannot tell anyone outside of the provider network any clinical information you give Santa Cruz County unless you supply written permission or a court deems it acceptable.