



# GUIDE TO Medi-Cal Mental Health Services



**Access to Services  
1-888-376-6246**

**Psychiatric Emergency Services  
(209) 558-4600**

**Services are available 24 hours a  
day, 7 days a week.**



***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

Stanislaus County ..... (888) 376-6246 *24 hours*

Mental Health Services

Patient's Right Advocate ..... (209) 525-7423



## **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.

Available  
In  
Spanish

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

**This brochure (or information) is available in Spanish. You can access it by calling the number listed previously.**

**Electronic version available:**

**<http://www.stancounty.com/bhrs/pdf/StateMedicaidBookletPartI.pdf>**

# 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 Stanislaus County offers and how to get these services if you need them.

If you are now getting services from Stanislaus 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 with this booklet, please call the MHP at (888) 376-6246 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 Stanislaus County MHP.

This booklet has two sections. The first section tells you how to get help from the Stanislaus 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 Stanislaus 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 Stanislaus 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 Stanislaus County "Mental Health Plan" or MHP, which is separate from your regular doctor. The Stanislaus 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 Stanislaus County MHP directly at **(888) 376-6246**. This is a toll-free telephone number that is available 24-hours a day, seven days a week. Verbal 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.

If you believe you would benefit from specialty mental health services and are eligible for Medi-Cal, the Stanislaus 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 Stanislaus County MHP's 24-hour, toll-free phone number at **(888) 376-6246**. You may also call your county's Patient's Right Advocate at **(209) 525-7423**.

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

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

**(916) 654-3890**

**(800) 896-2512** TTY

FAX: **(916) 653-9194**

EEmail: **ombudsman@dmh.ca.gov**



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



# Table of Contents

---

## Stanislaus County

Stanislaus  
County

**Welcome To The Stanislaus County Mental Health Plan** ..... 1

**Basic Emergency Information**

- Important Telephone Numbers ..... 2
- How Do I Know If Someone Needs Help Right Away?..... 2
- What Specialty Mental Health Services Does Stanislaus County Provide? ..... 2

**Stanislaus County Mental Health Plan Services/Information**

- 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
- How Do I Get More Information About Stanislaus County’s Mental Health  
Services Including Doctors, Therapists, Clinics And Hospitals? ..... 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 Copy Of The “Provider List”? ..... 5
- Can I Use The “Provider List” To Find Someone To Help Me? ..... 5
- What If I Want To See A Doctor, Therapist, Clinic Or Hospital That  
Is Not Listed On Stanislaus County’s “Provider List?” ..... 5
- What If I Need Urgent-Care Mental Health Services On A Weekend  
Or At Night? ..... 5
- How Do I Get Mental Health Services That My Mental Health  
Provider Does Not Offer? ..... 5
- What If I Need To See A Doctor For Something Other Than Mental  
Health Treatment? ..... 5
- What Can I Do If I Have A Problem Or I Am Not Satisfied With My Mental  
Health Treatment? ..... 5
- Who Is Stanislaus County’s Patients’ Rights Advocate, What do They Do and  
How Do I Contact Them? ..... 6
- Does Stanislaus County Keep My Mental Health Records Private? ..... 6

## State of California

---

State of  
California

**General Statewide Information**

- Why Is It Important To Read This Booklet? ..... 1

**County Mental Health Plans**

- What Are Specialty Mental Health Services? ..... 2
- Where Can I Get Mental Health Services? ..... 2
- How Do I Get Services At My County Mental Health Plan? ..... 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  
 Transportation ..... 5  
 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  
 What are the ‘Medical Necessity’ Criteria for Reimbursement of Psychiatric  
 Inpatient Hospital Services?..... 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 Has Been Decided? ..... 24  
 Is There a Deadline to File an Appeal? ..... 24  
 When Will A Decision Be Made About My Appeal? ..... 25  
 What If I Can't Wait 45 Days For My Appeal Decision? ..... 25  
 What Is an Expedited Appeal? ..... 25  
 When Can I File 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 Do I Need To Do If I Want To 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  
 How Do I Know If The MHP Received My Grievance? ..... 28  
 When Will My Grievance Be Decided? ..... 28  
 How Do I Know If The MHP Has Made A Decision About My Grievance? ..... 29  
 Is There A Deadline To File A Grievance? ..... 29

**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 Stanislaus County Mental Health Plan



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

We provide specialty mental health services for people who live in Stanislaus 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:**

- Get 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
Stanislaus County Mental Health Services	(888) 376-6246 <i>24 Hours</i>
Patient's Rights Office	(209) 525-7423
<p><b><i>If an emergency, call 911 or take the person to a hospital emergency room or the Stanislaus County MHP at (888) 376-6246 (24 hours, toll free) or Behavioral Health and Recovery Services Emergency Services at (209) 558-4600.</i></b></p>	

### 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 Stanislaus County MHP **(888) 376-6246** (24-hours toll free). Mental Health workers are on-call 24-hours a day.

### What Specialty Mental Health Services Does Stanislaus County Provide?

**Services include but are not limited to:**

- Psycho-Social Education, directed at health and/or medication issues, improving living skills and other special health needs.
- Therapy, primarily group therapy, problem-centered, aimed at reducing distressing symptoms and restoring to optimum functioning.
- Medication Services to provide clients the medications they need plus information on how to take medications safely and effectively.
- Case Management to arrange, in partnership with clients and their families, the delivery of services needed to achieve specific goals. Resources are available through county programs as well as in community-based agencies and consumer organizations.
- Day Treatment for children is a structured, multi-disciplinary program of therapy to improve, maintain or restore independence and functioning so a child can learn and develop, or to provide an alternative to hospitalization, or to avoid placement in a more restrictive setting, or to maintain a child in his/her community setting.
- Therapeutic Behavioral Services (TBS) is for children/adults up to age 21 with serious emotional problems and full-scope Medi-Cal. TBS is a short-



***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.***

term, intensive, one-to-one behavioral intervention. The goal of TBS is to keep the child/adult from needing a higher level of care or to help him/her move to a lower level of care. TBS will help the child/adult, family, caregiver or guardian learn new ways of controlling problem behavior. The TBS staff person works in a variety of places such as the home, foster or group home, school, day treatment program and other areas in the community.

- Collaborative Mental Health Services within other programs. For example:
  - Children served in school-based programs, Child Protective Services and Juvenile Probation setting
  - Children and adults served in primary health care (medical) settings
  - Adults served in supported education, assisted housing and supported employment services
- Self-Help, Peer Support and Recovery Services to offer consumer-to-consumer support.

The services listed above are the services that the Stanislaus 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?**

The Stanislaus County MHP Assessment Service makes assessments, gives information and referrals and authorizes services. You may call **(888) 376-6246** to access service or to request an assessment for specialty mental health services for adults and children who are experiencing serious mental illness or emotional disturbance. An appointment for the initial assessment will be scheduled as quickly as possible for a day and time that meet your needs.

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

You, your provider and the Stanislaus 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 Stanislaus 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 Stanislaus County MHP uses a qualified mental health professional to do the review. This review process is called an MHP payment authorization process. . All services require that you have a need for these services as evidenced by the fact that you meet medical necessity criteria as defined in Medi-Cal regulations. If you do not meet medical necessity criteria, you will be assisted in locating self-help and treatment resources in the community. You will also be informed of your right to appeal the denial of services.

The State requires the Stanislaus County MHP to have an authorization process for day treatment intensive, day rehabilitation, and therapeutic behavioral services (TBS). The Stanislaus County MHP, in fact, requires preauthorization for all non-emergent services. The Stanislaus County MHP follows state rules for our MHP payment authorization process. If you would like more information on how Stanislaus County does MHP payment authorizations or when we require your provider to request an MHP payment authorization for services, please contact the Stanislaus County MHP at **(888) 376-6246**.

The amount of services and duration depends upon your condition and continued evidence of medical necessity.

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

If you would like additional information on the structure and operation of the Stanislaus County MHP, please call the MHP's toll free telephone number **(888) 376-6246** or go to one of our service sites.

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

Materials are available in English and Spanish. They are also available on compact disk, electronically on the Stanislaus County web site and/or large print format, English and Spanish for the visually impaired.

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

Whenever feasible you will be given an initial choice of the person, including culturally specific providers, who will provide services of the type and level that you require. During the initial intake assessment that needs and preference regarding providers will be discussed with you. We require that you speak with us first because we want to make sure that:

1. Your services are authorized, and
2. The provider offers services at the level you require and
3. The provider you choose is accepting new Medi-Cal beneficiaries.

For more information please call **(888) 376-6246**.

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

Call the Stanislaus County MHP's toll-free telephone number **(888) 376-6246**. You may also submit a Change of Provider Request form available by calling the toll-free number, at each service provider site, or from Patient's Rights Office. In most cases, if there are other providers available your request will be honored.

## How Can I Get A Copy of the “Provider” List?

You may call our toll-free number **(888) 376-6246** to get a copy of the provider list, at each service provider site or at the Patients’ Rights Office.

## Can I Use The “Provider List” To Find Someone To Help Me?

No, but you can access routine and urgent-care services through the MHP’s toll-free telephone number **(888) 376-6246**. For urgent or emergency services, you can also call **(209) 558-4600**.

## What If I Want To See A Doctor, Clinic Or Hospital That Is Not Listed On Stanislaus County’s “Provider List”?

Call MHP’s toll-free telephone number **(888) 376-6246** for assistance. Such requests must be reviewed by Stanislaus County MHP Administrator for unusual circumstances that would require out-of-network authorization.

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

Call Psychiatric Emergency Services at **(209) 558-4600**.

If you have a psychiatric emergency, please call 9-1-1 or go to your nearest emergency room.

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

Call MHP’s toll-free telephone number **(888) 376-6246** for assistance. You will be given numbers to contact to be assigned to a primary care doctor.

## 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 Stanislaus County?

Call MHP’s toll free telephone number **(888) 376-6246** for assistance. You will be given the names of several local doctors who are able to see you or a number to contact to be assigned to a primary care doctor.

## What Can I Do If I Have A Problem Or I 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 **(888) 376-6246** 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



**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**

(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.

### **Who Is Stanislaus County's Patients' Rights Advocate, What Do They Do and How Do I Contact Them?**

You can call Patients' Rights staff for help with Grievance and Appeal forms and for help in filling out the forms. Patients' Rights staff is also available to hear your concerns and direct you to the appropriate individuals to address your concerns.

Patients' Rights Office:  
**(209) 525-7423**

### **Does Stanislaus 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 Stanislaus County unless you supply written permission or a court deems it acceptable.