



Medi-Cal Behavioral Health Quick Guide

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 additionally 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 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.

Consumer Center for Health Education & Advocacy

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.**



Medi-Cal Mental Health Severity Screening

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

Service Provider	Indicators
<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, etc.) <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>For children and youth up to the age of 21, a lower threshold of severity (as defined by EPSDT) is applied</p>
<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

<p>Aetna Better Health (855) 772-9076 Aetnabetterhealth.com</p>	<p>Blue Shield CA Promise Health Plan (855) 321-2211 Blueshieldca.com/promise</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>	<p>United Healthcare (866) 270-5785 Uhccommunityplan.com</p>
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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 Families, please call 858-956-5900