

# Medi-Cal Behavioral Health Quick Guide

Health Plan	Referral	Urgent/Emergent*	Member Grievance	Transportation
<b>Sacramento County Mental Health Plan</b>	<b>Access Team</b> Phone: (916) 875-1055 Toll Free: (888) 881-4881 TTY: (916) 876-8892 Fax: (916) 875-1190	<b>Urgent Services:</b> (888) 881-4881* <b>California Relay Service:</b> 711	<b>Member Services:</b> Phone (916) 875-6069 TTY/TDD: (916) 876-8853	Members Can contact their County mental health provider for support in identifying transportation options or contact their Managed Care Plan (see below).
<b>Anthem Blue Cross AnthemInc.com</b>	<b>Behavioral Health:</b> (888) 831-2246 Option 1, then Option 2 <b>BH Intake Fax:</b> (855) 473-7902	<b>Advice Nurse Line (24/7):</b> (800)224-0336* <b>TTY 24/7 Nurse Line:</b> (800) 368-4424* <b>BH Crisis Line:</b> 888-831-2246*: Option 1, then Option 2	<b>Member Services:</b> (800) 407-4627 – Ask for the Grievance & Appeals Dept.	<b>LogistiCare:</b> (877) 931-4755 Hours: M-F; 7 a.m. – 7 p.m. (PST)
<b>Health Net HealthNet.com</b>	<b>Managed Health Network (MHN):</b> (800) 675-6110: Option #2 for Behavioral Health <b>HN Member Services/Nurse Advice line:</b> (800) 675-6110 opt #4 nurse advice line	<b>Advice Nurse Line (24/7):</b> (800) 675-6110* <b>Managed Health Network (MHN):</b> (888) 426-0030* (Say “Emergency” at the prompt.)	<b>Member Services:</b> (800) 675-6110	<b>LogistiCare:</b> (800) 675-6110: Option #3 for Transportation Hours: M-F 8 a.m. – 5 p.m. (PST)
<b>Molina Healthcare MolinaHealthcare.com</b>	<b>Molina Healthcare:</b> (888) 665-4621	<b>Advice Nurse Line (24/7):</b> (888) 275-8750*	<b>Molina Member Services:</b> (888) 665-4621	<b>Secure Transportation:</b> (844)292-2688
<b>Kaiser Permanente KP.org</b>	<b>North Valley Kaiser Permanente Department of Psychiatry:</b> (916) 973-5300 <b>South Valley Kaiser Permanente Department of Psychiatry:</b> (916) 525-6100	<b>North Valley Kaiser Permanente Department of Psychiatry:</b> (916) 973-5300* <b>South Valley Kaiser Permanente Department of Psychiatry:</b> (916) 525-6100*	<b>Member Services Call Center:</b> (800) 464-4000	<b>KP Transportation Services:</b> (844) 299-6230 Hours: M-F, 5a.m. – 7 p.m.
<b>UnitedHealthcare uhc.com</b>	<b>United Health Member Services:</b> (866) 270-5785 M-F, 8 a.m. – 5 p.m.	<b>United Health Member Services:</b> (866) 270-5785 <b>Nurse Advice Line (24/7):</b> 1-877-543-3407	<b>Member Services:</b> (866) 270-5785	<b>LogistiCare:</b> (844) 772-6623: Hours: M-F, 7 a.m. – 7 p.m.
<b>Aetna aetna.com</b>	<b>Aetna Better Health Member Services</b> (855) 772-9076 24 hours a day, 7 days a week <b>Toll Free Fax:</b> 844-453-1150	<b>Aetna Better Health Member Services /Nurse Advice Line</b> (855) 772-9076 <b>Fax:</b> 844-584-7441 24 hours a day, 7 days a week	<b>Member Services</b> (855) 772-9076 Fax: 959-888-4487	<b>Access2Care:</b> (888) 334-8352 or <b>Member Services:</b> (855) 772-9076

\*For emergencies, call 911. The Psychiatric Emergency/Urgent Services Line is 888-881-4881

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## Medi-Cal Specialty Mental Health Services

Sacramento 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 and children who meet EPSDT criteria requiring complex biopsychosocial services in order to maintain stability. These services are commonly provided by Sacramento County's Mental Health Plan's (MHP) contracted network and inpatient psychiatric hospitals.

## Substance Disorder Services

Medi-Cal beneficiaries can receive substance use disorder services through the County Behavioral Health Services' Alcohol and Drug Services Programs. These programs can be accessed by calling the **Sacramento County Systems of Care Line at 916-874-9754**. 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 abuse 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 its own network of contracted behavioral health providers.

## The Office of the Ombudsman/DHCS Mental Health Ombudsman

If there is a problem getting necessary care through the County Mental Health Plan (MHP), members and providers should first contact the appropriate member service department. The MHP's Member Service department can be reached at **916-875-6069**. In most cases, the respective health plan will resolve the issue. In the event a member feels his/her needs are not being met, the **DHCS Mental Health Ombudsman can be reached at 1-800-896-4042/1-800-896-2512 (TTY)** M-F, 8 a.m. – 5 p.m. PST. It is the purpose of the DHCS Mental Health Ombudsman to create a bridge between the MHP and individuals, family members, and friends of individuals in need of mental health services by providing information and assistance in navigating through the system.

If there is a problem getting necessary care through the Medi-Cal Managed Care Plan (GMC Plan), members and providers should first contact the appropriate member service department. Health Plans' numbers are provided in the attached table. The **GMC Plan's Office of the Ombudsman can be reached at 1-888-452-8609** M-F, 8 a.m. – 5 p.m. PST. The DHCS Mental Health Ombudsman is one of several points of accountability for access and quality in the Medi-Cal mental health managed care system. The goal of the Medi-Cal Managed Care Office of the Ombudsman is to develop fair solutions to health care access problems, in order to ensure that members receive all medically necessary covered services for which plans are contractually responsible.