

# Medi-Cal Behavioral Health Quick Guide

Health Plan	Medi-Cal Specialty Mental Health Services <sup>1</sup>	Medi-Cal Managed Care Plan Behavioral Health Services <sup>2</sup>	Medi-Cal Managed Care Plan Member Services Department
<b>Anthem Blue Cross</b> wellpoint.com	Sacramento MHP Access Team (888) 881-4881 (916) 874-8070 (TTY)	Anthem Blue Cross (888) 831-2246	1-800-407-4627
<b>Health Net</b> www.HealthNet.com	Sacramento MHP Access Team (888) 881-4881 (916) 874-8070 (TTY)	Managed Health Network (MHN) (888) 426-0030	1-800-675-6110
<b>Molina Healthcare</b> MolinaHealthcare.com	Sacramento MHP Access Team (888) 881-4881 (916) 874-8070 (TTY)	Molina Healthcare (888) 665-4621	1-888-665-4621
<b>Kaiser Permanente</b> KP.org	Sacramento MHP Access Team (888) 881-4881 (916) 874-8070 (TTY)	Kaiser Permanente, Department of Psychiatry (877) 496-0450	1-800-464-4000

\*Medi-Cal beneficiaries can access a County Behavioral Health program directly.

**\*For emergencies call 911 or the Psychiatric Emergency/ Urgent Services Line at (916) 732-3637 after hours line (888) 881-4881**

## Medi-Cal Specialty Mental Health Services<sup>1</sup>

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 Sacramento County's contracted network and inpatient psychiatric hospitals.

## Substance Use Treatment

Medi-Cal beneficiaries can receive substance abuse services through the County Behavioral Health Services' Alcohol and Drug Program. 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 withdrawal.

## Medi-Cal Managed Care Plan Behavioral Health Services<sup>2</sup>

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 a Medi-Cal Managed Care Plan, members and providers should first contact the plan's member service department at the number provided in the table above.* In most cases, the health plan will resolve the issue. In the event a plan member feels his/her needs are not being met, the Office of the Ombudsman is available to assist. 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. (1-888-452-8609 M-F 8am-5pm PST)

*If there is a problem getting necessary care through the County Mental Health Plan, beneficiaries should first contact the MHP's member service department for assistance at (916) 875-6069.* In most cases, the MHP will resolve the issue. In the event a beneficiary feels his/her needs are not being met, the DHCS Mental Health Ombudsman is available to assist. 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. M-F 8am- 5pm PST: 1-800 896-4042 / 1-800 896-2515 (TTY)