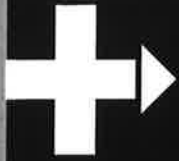




# GUIDE TO Medi-Cal Mental Health Services





*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  
.....(800) 757-7898

Plumas County .....(530) 283-6307  
Mental Health Plan .....(800) 757-7898

Patients' Rights Advocate.....(530) 283-0782



### **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?**

Interpreter services are available should you need this information in another language or format. Please call Plumas County MHP staff for more information.  
**(530) 283-6307 or (800) 757-7898.**

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

If you are now getting services from Plumas 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 (800) 757-7898 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, who may receive them, and how you can get help from the Plumas County MHP.

This booklet has two sections. The first section tells you how to get help from the Plumas 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 Plumas 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 Plumas 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 Plumas County "Mental Health Plan" or MHP, which is separate from your regular doctor. The Plumas 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 Plumas County MHP directly at **(800) 757-7898**. This is a toll-free telephone number that is available 24-hours a day, seven days a week. Verbal and oral interpretation of your rights, benefits and treatments may be 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 Plumas County MHP 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 Plumas County MHP's 24-hour, toll-free phone number at **(800) 757-7898**. You may also call your county's Patient's Right Advocate at **(530) 283-0782**.

**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](mailto: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.**

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# Welcome to the Plumas County Mental Health Plan



**We welcome you to Plumas County Mental Health Services, and to the Medi-Cal Mental Health Plan.** We provide specialty mental health services for people who live in Plumas County and are eligible for Medi-Cal. Please read this booklet carefully. It contains important information you need to know.

Plumas County Mental Health is primarily an outpatient service providing a full range of outpatient services, case management and rehabilitative services. More intensive services such as acute hospitalization, long-term intensive residential services, and state hospital services are provided by contracting with the appropriate agencies in question. Plumas County simply does not have the volume of clients who need the intensive services to make them economical for us to provide within county. The services array includes: outpatient services; inpatient services/24-hour services; case management; day programs; medication support; and other services. Plumas County Mental Health is the managed care provider of all Medi-Cal Mental Health services in the county.

## **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 (800) 757-7898
Plumas County Mental Health Plan	(530) 283-6307 (800) 757-7898
Patient's Rights Advocate	(530) 283-0782

### How to Know If Someone Needs Help Right Away?

Even if there is no emergency, a person with mental health problems needs help 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 Plumas County MHP at **(800) 757-7898** (24-hours toll free). Mental Health workers are on-call 24-hours a day.

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

- **Medication Services:** Prescribing, administering, and monitoring of psychiatric medications necessary to relieve the symptoms of mental illness.
- **Mental Health Services:** Assessment of service needs. Planning for, and providing for, rehabilitation and other support services.
- **Integrated Services Coordination:** A partnership with individuals and their families to coordinate the delivery of services needed to achieve specific outcomes.
- **Brief Solution Focused Therapy:** This may include individual, family or group therapy.
- **Transition Residential:** Supporting individuals in their effort to develop interpersonal and independent living skills in a non-institutional residential setting.



*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.*

- **Hospital-based Services:** Providing evaluation and treatment of severe acute episodes and for special treatment needs that cannot be met in the community.
- **Therapeutic Behavioral Services:** TBS is directed to children and adolescents who are placed, or at risk of placement, in group homes or residential centers. Assessment and treatment is directed at specific behaviors.

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

You must call to receive approval for mental health services before they are received. Requests for services may come from individuals or from community agencies, physicians or schools. Some requests may be handled over the phone; some require a face-to-face meeting with a clinician.

Plumas County MHP staff can be reached at:

**(530) 283-6307**  
**(800) 757-7898**

### **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 Plumas 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 Plumas County MHP may require your provider to ask the MHP to review the reasons the provider thinks you need a service before the service is provided. The Plumas 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 Plumas County MHP to have an authorization process for day treatment intensive, day rehabilitation, and therapeutic behavioral services (TBS). The Plumas County MHP follows state rules for our MHP payment authorization process, which are described on page 3 of the State of California section of this booklet. If you would like more information on how the Plumas County MHP does MHP payment authorizations, or on when we require your provider to request an MHP payment authorization for services, please contact the Plumas County MHP at **(800) 757-7898**.

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

If you would like additional information on the structure and operation of Plumas Mental Health Plan, please contact the Plumas County MHP at **(800) 757-7898**.

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

Interpreter services are available should you need this information in another language or format. Please call Plumas County MHP staff for more information **(530) 283-6307** or **(800) 757-7898**.

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

Yes. However, please be aware that some providers might not be accepting new Medi-Cal beneficiaries. If you need additional assistance, please call us at **(800) 757-7898**.

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

We encourage you to call contact your therapist or provider and request a change. We encourage customers to request changes whenever they are dissatisfied with their service provider.

Please call Plumas County MHP staff at:  
**(530) 283-6307**  
**(800) 757-7898**

### **How Can I Get A "Provider" List?**

You can get a provider list at our Quincy office (270 County Hospital Road, #109, at the new Annex building) or by calling us at **(800) 757-7898**.

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

Yes, you may contact the provider directly.

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

Plumas County does not offer any out-of-network providers. Please contact MHP staff about services you may need.

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

Inpatient services/24-hour services are available by calling **(800) 757-7898**.

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

You will be referred to a primary mental health provider within the Plumas County MHP to provide a variety of mental health services. These services are specific to the level of care you need and based on medical necessity criteria. (See State of California section, page 17 for more information about 'medical necessity.')

Requests for other services require a re-assessment for the level of care needed.

If you want a service you are not currently receiving, you will need to request it from the Plumas County MHP provider you are currently seeing. If you meet the medical necessity criteria, the Plumas County MHP will provide the service. If you do not meet the criteria, we will talk with you about other ways you might be able to receive the services.

You may call the Plumas County MHP staff at either **(530) 283-6307** or **(800) 757-7898** for more information.

## **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 Plumas County?**

You will be assessed for specialty mental health services and if you do not meet medical necessity based on the state standards, you will be provided with appropriate resources or referrals to other agencies or providers.

Please call Plumas County MHP staff at:  
**(530) 283-6307**  
**(800) 757-7898**

## **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) 757-7898** 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 of the State of California section of this booklet.



*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 in 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 Plumas County's Patient's Right Advocate, What Do They Do And How Do I Contact Them?**

Plumas County's Patient's Rights Advocate will help you file a Grievance and/or request a State Fair Hearing.

Patient's Rights Advocate  
**(530) 283-0782**

**Does Plumas County Keep My Mental Health Records Private?**

By law, your mental health services and records will be handled with confidentiality.