SECTION 1: ACCESS AND REFERRAL

The MHP is an open access system. Timely access to services, responsiveness and sensitivity to cultural and language differences, age, gender, and other specialized needs of Fresno County Medi-Cal beneficiaries are important components of the MHP. These guidelines outline procedures for obtaining specialty mental health services and other information regarding access to mental health services.

1.0 Consumer Access Line

The consumer access line (1-800-654-3937) is available 24 hours a day, 7 days a week for all requests for specialty mental health services.

For beneficiaries with hearing impairment, a TTY machine is available when calling the above number.

1.1 Provider Access Line

The provider access line (1-888-262-4174) is available Monday through Friday, 8:00 a.m. to 5:00 p.m. (except holidays) for all providers seeking information about the MHP.

1.2 Access / Referral Procedure

Referrals to the MHP for specialty mental health services may be received through beneficiary or consumer self-referral or through referral by another person or organization, including but not limited to:

➤ Physical Health Care Providers
➤ Schools
➤ County Welfare Departments
➤ Other Mental Health Plans
➤ Conservators, Guardians, or Family Members
➤ Law Enforcement Agencies
1.3 Access Points

A Fresno County Medi-Cal beneficiary may access mental health services through:

1.3.0 Consumer Toll-Free Line (1-800-654-3937)

1.3.1 The MHP Contract Provider Sites

1.3.2 Fresno County Mental Health Service Sites

All Fresno County mental health service delivery sites are access points to the MHP. The entry points are:

1.3.2.1 Intensive Services

➤ **Emergency Psychiatric Services (EPS)**
Provides assessment and crisis intervention services 24 hours a day, 7 days a week to Fresno County residents needing emergency mental health services.

4411 E. Kings Canyon
Fresno, CA  93702       453-6616

➤ **Psychiatric Assessment Center for Treatment (PACT)**
Provides assessment, crisis stabilization and intervention services 24 hours a day, 7 days a week to Fresno County residents needing emergency mental health services.

4411 E. Kings Canyon
Fresno, CA  93702       453-6616

➤ **Crisis Management Response Team (CMRT)**
Provides mobile evaluation and intensive case management services 7 days a week.

4417 E. Inyo, Bldg 333-Modular B
Fresno, CA  93702       453-6531
Access and Referral

➢ Jail Assessment Team (JAT)
Provides mental health assessment and case management services to inmates needing mental health services.
2280 Fresno St.
Fresno, CA 93721  488-3726

➢ Psychiatric Health Facility (PHF)
Provides 24-hour inpatient hospitalization services to youth and adults.
4411 E. Kings Canyon
Fresno, CA 93702  453-4260

➢ Crisis Residential Services
Provides transitional housing as an alternative to hospitalization.
205 North Blackstone
Fresno, CA 93701  498-0241

1.3.2.2  Adult Services

➢ Metro Services
Provides mental health services, medication support services, case management, conservatorship services, older adult services, representative payee services, and supplemental rate services to mental health consumers 18 years of age and older.
4441 E. Kings Canyon
Fresno, CA 93702  453-4099

➢ Southeast Asian Team
Provides outpatient services to Cambodian, Hmong, Lao, and Vietnamese mental health consumers 18 years of age and older. Other services include individual and group therapy, and case management.
2211 N. Fine
Fresno, CA 93727  455-2175
Access and Referral

➤ **Rehabilitative Day Treatment (RDT)**
Assists consumers with improving their quality of life, enhancing self-sufficiency, and optimal functioning in the community through problem solving, stress management, life skills training, and proper goal setting.

2171 N. Fine
Fresno, CA 93727 455-2000

➤ **Adult Residential Services**
Provides residential services to consumers who need staff supervision 24 hours a day.

205 North Blackstone
Fresno, CA 93701 498-0241

➤ **Rainbow Club**
Provides socialization and support programs through structured activities, education, and group therapy.

2171 N. Fine
Fresno, CA 93727 455-2000

➤ **Job Options**
Provides work evaluation, personal, social, and community adjustment services, job development, placement and coaching.

2171 N. Fine
Fresno, CA 93727 455-2000

➤ **Intensive Day Treatment (IDT)**
Provides intensive group therapy to prevent hospitalization and promote stabilization.

2171 N Fine
Fresno, CA 93727 455-2000
1.3.2.3 **Fresno Rural Clinics**

Provide individual, family, and child mental health therapy, medication and case management services for mental health consumers living in rural areas. Rural clinic services are also available at elementary and secondary schools.

- **Coalinga Health Center**
  148 W. Elm St.
  Coalinga, CA  93210  (559) 935-0624

- **Firebaugh Health Center (Mon., Thurs., Fri.)**
  *(By appointment through Kerman)*
  1133 P. St.
  Firebaugh, CA  93622  (559) 846-7500

- **Kerman Community Center**
  275 S. Madera Avenue #400
  Kerman, CA  93630  (559) 846-7500

- **Huron Health Center (Thurs.)**
  *(By appointment through Kerman)*
  36678 S. Lassen  #1
  Huron, CA  93224  (559) 846-7500

- **Auberry Clinic (Tues. & Thurs.)**
  *(Entry through Pinedale Clinic)*
  33326 N. Lodge Road
  Tollhouse, CA  93667  (559) 436-0482

- **North Fresno Regional Mental Health Clinic**
  30 E. Minarets
  Pinedale, CA  93650  (559) 436-0482

- **East County Regional Mental Health Clinic**
  225 S. Academy
  Sanger, CA  93657  (559) 875-7705
Access and Referral

➤ Orange Cove Mental Health Clinic (Mon., Wed., Thurs. By appointment through Sanger)
   445 11th Street
   Orange Cove, CA  93646             (559) 875-7705

➤ Reedley Area Clinic Office (Mon., Wed., Thurs.)
   (Entry through Sanger Clinic)
   1725 8th St.
   Reedley, CA  93654                    (559) 875-7705

➤ Selma Regional Center
   3800 McCall
   Selma, CA   93662 (559) 898-5100

➤ West Fresno Regional Mental Health Clinic
   302 Fresno St.  Suite 201-A
   Fresno, CA  93706                     (559) 488-3927

1.3.2.4 Children/Youth Services

Provide mental health assessment, medication support services, individual and group therapy, and case management services to mental health consumers 17 years of age or younger.

➤ Children’s Mental Health Services
   3133 N. Millbrook
   Fresno, CA  93703            453-8918

➤ Juvenile Justice Mental Health Services @ Juvenile Hall
   746 S. 10th Street
   Fresno, CA  93702             455-5290

School Sites:

Mental Health Services are available at school sites within the County of Fresno.
1.4 Access through First Step Outreach

Turning Point has an agreement with the Fresno County Human Services System to provide mental health services to the homeless consumers through the First Step Outreach Program.

<table>
<thead>
<tr>
<th>First Step Outreach Program</th>
<th>Home Program</th>
</tr>
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<tbody>
<tr>
<td>1638 L Street</td>
<td>3467 W. Shaw #102</td>
</tr>
<tr>
<td>Fresno, CA 93721</td>
<td>Fresno, CA 93711</td>
</tr>
<tr>
<td>(559) 268-2205</td>
<td>(559) 274-0299</td>
</tr>
</tbody>
</table>

1.5 Referral / Access Standards

1.5.0 Fresno County Mental Health Service Sites

When a beneficiary or consumer requests mental health services in person or by phone, staff will:

➤ Obtain Demographic Information.
➤ Perform a Clinical Screening to determine the mental health need.
➤ If mental health need is determined, schedule a Clinical Assessment to assess medical necessity for mental health services.

During the initial process, if the beneficiary or consumer presents an emergent/urgent mental health need, the Service Receptionist or designated staff may call 911 or refer beneficiary or consumer to the County’s Emergency Psychiatric Services (EPS) or Psychiatric Assessment Center for Treatment (PACT). Specialty mental health services provided to a beneficiary to treat an urgent condition do not require pre-authorization.

➤ Before a scheduled clinical assessment, staff obtains consent for treatment and initiates financial eligibility evaluation.

➤ Beneficiary/consumer will be given two choices for a provider preference. Gender, ethnicity, geographical location, or other factors important to the beneficiary/consumer may influence choices.
Access and Referral

➤ The Clinician has an option for an expanded assessment if information obtained during the first assessment was insufficient to formulate the beneficiary/consumer’s Plan of Care.

1.5.1 Contract Provider Sites

If a beneficiary calls or presents for mental health services at a contract provider site, the provider will call 1-888-262-4174 during office hours or 1-800-654-3937 after office hours, or on weekends and holidays for assessment registration.

ACCESS STANDARDS

Every Fresno county resident seeking mental health service will be given an opportunity for a mental health assessment. The assessment will be scheduled as soon as possible after mental health need is determined. The provider could perform a Mental Health Assessment without the MHP’s prior authorization.

1.6 Out of County Referrals

➤ Beneficiaries requiring specialty mental health services when outside of Fresno County will call 1-800-654-3937 for information about how to access services.

➤ The out-of-county provider will contact the MHP’s Authorization Unit (1-800-654-3937) for service authorization.

If the need is urgent, beneficiary may call 911 or may go to the nearest psychiatric facility for emergency treatment. Specialty mental health services provided to a beneficiary to treat an urgent condition do not require pre-authorization. The provider must notify the MHP (1-800-654-3937) within 24 hours of service delivery.

➤ Beneficiaries are provided with a brochure that clearly outlines the procedure on how to access services when they are outside of Fresno County.
Full scope Medi-Cal beneficiaries between the ages of 0 – 18 and placed in an out-of-county group home, foster home or kinship placement, may access mental health services through Value Options, an Administrative Services Organization (ASO) that has partnered with the California Mental Health Directors Association (CMHDA) to better meet the specialty mental health needs of these beneficiaries. Value Options could be reached by calling the Customer Service line at 1-800 236-0756, or the Provider line at 1-800-397-1630.

1.7 Interagency Referrals, Referrals from Primary Care Physicians, or Other Sources

The access point for all other referrals is through the Consumer Access Line (1-800-654-3937) or Provider Access Line (1-888-262-4174).

A Managed Care service receptionist receives and directs the call to a Managed Care Licensed Clinician for screening.

The licensed clinician will screen and determine if there is a mental health need.

If a mental health need is determined, licensed clinical staff will refer the beneficiary to a provider for an assessment, with an option for an expanded assessment.

Mental health assessments may be done by a contract provider or licensed or waivered clinical staff at a Fresno County mental health service site.

When a contract provider determines that medical necessity criteria are not met after an initial assessment, the contract provider will:

Submit a copy of his or her assessment to the MHP within 24 hours of assessment. The information will be used by the MHP to fill out the “Notice of Action-A” form.
The State Department of Mental Health requires that the beneficiary be
provided a Notice of Action and informed of his/her right for a State Fair
Hearing within three working days after a noticeable action, when services
are denied due to absence of medical necessity after an initial assessment.

➤ Inform the beneficiary verbally of his or her right for a
second opinion.

➤ Give the beneficiary brochures explaining the complaint or
grievance process and assistance available.