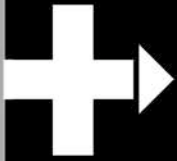




# GUIDE TO Medi-Cal Mental Health Services



Fresno County –  
English Revised  
July 2017



*If you are having a medical or psychiatric emergency, please call 9-1-1.*

*If you or a family member is experiencing a mental health crisis and do not require medical care, please refer to the Fresno County Mental Health Plan Resources on the last page of this handbook.*



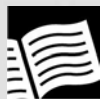
### Important Telephone Numbers

Emergency .....911  
 Fresno County... (800) 654-3937 24-  
*hours* (For hearing impaired, dial 711  
 to reach the California Relay  
 Service)  
 Children’s Mental Health  
 ..... (559) 600-8918  
 Adult Mental Health  
 ..... (559) 600-4099  
 Patient’s Rights Advocate  
 ..... (559) 492-1652



Web Link:

<http://www.co.fresno.ca.us/managedcare>



### How to Get a Provider List:

Please call 1-800-654-3937 and we will provide you with a list 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. Call your MHP’s 24-hour toll-free number 1-800-654-3937, 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?

Materials are available on video at the following website in English, Spanish, and Hmong:

[http://www.co.fresno.ca.us/managed\\_care](http://www.co.fresno.ca.us/managed_care)

# 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 we would like you to know about the mental health services that Fresno County offers and how you or a family member can receive services.

If you are already getting services from Fresno County, this booklet tells you more about how things work. This booklet tells you about mental health services, but does not change the services you are getting.

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) 654-3937, (559) 600-4645, or For hearing impaired, dial 711 to reach the California Relay Service to ask for help or to find out about other ways you can get 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 if you believe emergency medical treatment is needed.**

**If you or a family member is experiencing a mental health crisis and do not require medical care, please refer to the Fresno County Mental Health Plan Resources on the last page of this handbook.**

### **How Do I Use This Booklet?**

This booklet will help you know what specialty mental health services are, if you may get them, and how you can get help from the Fresno County MHP.

This booklet has two sections. The first section tells you how to get help from the Fresno 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 Fresno 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 Fresno 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 Fresno County "Mental Health Plan" or MHP, which is different from your regular doctor. The Fresno County MHP operates under rules set by the State of California and the federal government.

If you feel you have a mental health problem, you may contact the Fresno County MHP at **(800) 654-3937**. This is a toll-free telephone number that is available 24-hours a day, seven days a week. 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 Fresno 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.



***You may also request a State Fair Hearing. Please see the State of California section of this booklet for more information.***

## **What If I Have A Problem Getting Help?**

If you have a problem getting help, please call the Fresno County MHP's 24-hour, toll-free phone number at **(800) 654-3937** or for hearing impaired, dial **711** to reach the California Relay Service. You may also call your county's Patient's Rights Advocate at **(559) 492-1652**.

**If that does not solve your problem, you may call the State of California's**

**Ombudsman for help:**

**(800) 896-4042** - CA Only

**(800) 896-2512** TTY/TDD

E-Mail: **MHOmbudsman@dhccs.ca.gov**

# TABLE OF CONTENTS

Fresno County

Fresno  
County

***Welcome To The Fresno County Mental Health Plan*** ..... 1

***Basic Emergency Information***

How Do I Know If Someone Needs Help Right Away?..... 2

Important Telephone Numbers ..... 3

What Specialty Mental Health Services Does Fresno County Provide? ..... 3

***Fresno County Mental Health Plan Services/Information***

How Do I Obtain These Services? ..... 5

In What Other Languages And Formats Are These Materials Available?..... 6

What Does It Mean To Be “Authorized” To Receive Mental Health Services, What Is The Amount, Duration, And Scope Of Services Provided?..... 6

How Do I Get More Information About Doctors, Therapists, Clinics and Hospitals? ..... 6

How Do I Get A “Provider List” ..... 7

Can I See Any Doctor, Therapist, Clinic Or Hospital On The “Provider List?..... 7

What If I Want To Change Doctors, Therapists Or Clinics?..... 7



# TABLE OF CONTENTS

## Fresno County

- Can I Use The “Provider List” To Find Someone To Help Me? .....8
- What If I Want To See A Doctor, Therapist, Clinic Or Hospital That is Not Listed On Fresno County’s “Provider List?” ..... 8
- Does Fresno County Offer Consumer Support Groups? .....8
- What If I Need Urgent-Care Mental Health Services On A Weekend Or At Night? .....9
- How Do I Get Mental Health Services That My Mental Health Provider Does Not Offer? .....9
- 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 Fresno County? ..... 10
- What Can I Do If I Am Not Satisfied With My Mental Health Treatment?..... 10
- Who is Fresno County’s Patient’s Rights Advocate? What Do They Do and How Do I Contact Them? ..... 12
- Does Fresno County Keep My Mental Health Records Private? ..... 12

## State of California

**General Statewide Information**

How Do I Know if Someone Needs Help Right Away?.....1

**County Mental Health Plans**

What Are Mental Health Services?.....2  
 Where Can I Get Mental Health Services?.....2  
 How Do I Get Services? .....3

**Important Information About Medi-Cal**

Who Can Get Medi-Cal? .....5  
 Do I Have To Pay For Medi-Cal? .....5  
 How Do I Get Medi-Cal Services That Are Not Covered by the Mental Health Plan?.....6  
 What is the Child Health and Disability Prevention (CHDP) Program? .....9

**Basic Emergency Information**

Are You Having an Emergency?..... 10  
 What Kind of Emergency-Related Services Are Provided?..... 12  
 When Does My County MHP’s Responsibility for Covering Post-Stabilization Care End?..... 14

**Services**

**(ADULTS AND OLDER ADULTS)**

How Do I Know When I Need Help? ..... 15  
 What Are Signs I May Need Help?..... 15  
 What Services Are Available? ..... 17

**(CHILDREN, ADOLESCENTS, AND YOUNG PEOPLE)**

How Do I Know When A Child Needs Help? . 21  
How Do I Know When An Adolescent or Young  
Person Needs Help? ..... 22  
What Services Are Available? ..... 24  
Are There Special Services Available For  
Children, Adolescents and Young Adults? ... 25  
What Are Therapeutic Behavioral Services  
(TBS)? ..... 26  
Who Can Get TBS? ..... 27  
Are There Other Things That Must Happen  
For Me To Get TBS? ..... 27  
How Do I Get TBS? ..... 28  
Who Decides If I Need TBS and Where Can  
I Get Them? ..... 29  
What Should Be In My TBS Plan? ..... 29

***‘Medical Necessity’ Criteria***

What is ‘Medical Necessity’ and Why is it so  
Important? ..... 30  
What Are the ‘Medical Necessity’ Criteria for  
Coverage of Specialty Mental Health Services  
Except for Hospital Services? ..... 30  
What Are the ‘Medical Necessity’ Criteria for  
Covering Specialty Mental Health Services  
for People under 21 Years of Age? ..... 33

***Notice of Action***

What Is A Notice Of Action? ..... 36  
When Will I Get A Notice of Action? ..... 36  
Will I Always Get A Notice Of Action When I  
Don’t Get Services I Want? ..... 37

What Will The Notice of Action Tell Me? ..... 38

What Should I Do When I Get A Notice  
Of Action? ..... 39

***Problem Resolution Processes***

What If I Don't Get the Services I Want From  
My County MHP? ..... 40  
Can I Get Help to File an Appeal, Grievance,  
or State Fair Hearing? ..... 41  
What If I Need Help to Solve a Problem with my  
MHP but Don't Want to File a Grievance or  
Appeal? ..... 41

***(THE APPEALS PROCESSES - Standard and  
Expedited)***

What Is a Standard Appeal? ..... 42  
When Can I File an Appeal? ..... 44  
How Can I File an Appeal? ..... 44  
How Do I Know If My Appeal is Resolved? ... 45  
Is There a Deadline to File an Appeal? ..... 45  
When Will My Appeal Be Resolved? ..... 45  
What If I Can't Wait 45 Days For My Appeal  
Decision? ..... 46  
What Is an Expedited Appeal? ..... 46

***(THE STATE FAIR HEARING PROCESSES -  
Standard and Expedited)***

What Is a State Fair Hearing? ..... 48  
What Are My State Fair Hearing Rights? ..... 48  
When Can I File For a State Fair Hearing? ... 48  
How Do I Request a State Fair Hearing? ..... 50  
Is There a Deadline For Filing a State Fair  
Hearing? ..... 50  
Can I Continue Services While I'm Waiting

For A State Fair Hearing Decision? ..... 51  
 What If I Can't Wait 90 Days For My State Fair  
 Hearing Decision? ..... 51

***(THE GRIEVANCE PROCESS )***

What Is a Grievance? ..... 53  
 When Can I File a Grievance? ..... 54  
 How Can I File a Grievance? ..... 54

***Your Rights***

What Are My Rights? ..... 56

***(ADVANCE DIRECTIVES)***

What Is an Advance Directive? ..... 60

***(CULTURAL COMPETENCY)***

Why Are Cultural Considerations and Language  
 Access Important? ..... 62

***How Services May Be Provided to You***

How Do I Get Specialty Mental Health Services?  
 ..... 65

How Do I Find a Provider For the Specialty  
 Mental Health Services I Need? ..... 66

Once I Find a Provider, Can the MHP Tell the  
 Provider What Services I Get? ..... 67

Which Providers Does My MHP Use? ..... 68

# Welcome to the Fresno County Mental Health Plan



The Fresno County Department of Behavioral Health provides specialty mental health services for people in Fresno County that are eligible for Medi-Cal. Please read this brochure carefully. It contains important information you need to know.

## **As Your Mental Health Services Plan We Will:**

- Find answers to your questions about mental health treatment
- Tell you what mental health services are covered by Medi-Cal
- Help you decide what types of mental health services you need and help you get them

- Treat you with respect
- Make sure you receive services in a safe environment
- Help you get culturally competent care

**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
- Contact us if you cannot keep your appointment
- Work on wellness and recovery goals with your provider or therapist

**How Do I Know If Someone Needs Help Right Away?**

Even if there is no emergency, a person with mental health problems may need help right away 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
- Wanting to or threatening to hurt themselves or others





## Important Telephone Numbers

Emergency 911  
Children's Crisis Services (559) 600-6760 **24 hrs**

Fresno County Mental Health Plan  
(800) 654-3937 or for hearing impaired, dial  
711 to reach the California Relay Service

Patient's Rights Advocate (559) 492-1652  
*Business Hours*

See attached list of Fresno County Mental Health  
Plan resources at the end of this booklet.



***Other  
services may  
be available.  
See page 9  
in the State  
of California  
(middle)  
section on  
"Services"  
for a list of  
available  
services.***

If one or more of these things is true, call 911 or the Fresno County MHP at **(800) 654-3937** (24-hours toll free).

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

The Fresno County MHP provides mental health services to residents of Fresno County who receive Medi-Cal benefits. On some occasions, we also provide services to people with limited or no financial resources for their mental health needs. Many people seeking mental health services may only need outpatient therapy, where you talk to a therapist about your problems and together try to

find a way to deal more effectively with those problems. You may need to see a psychiatrist. If you need more treatment, we offer other services, including:

- **Individual, group, and family therapy** – where you talk to a therapist and together try to find a way to deal with someone’s mental health problems.
- **Day treatment programs** – when someone is not able to be a part of normal work or school settings.
- **Medication support services.**
- **Therapeutic Behavioral Services** – helps youth with severe emotional and behavioral problems.

Other services may be available. See page 10 in the State of California section of this document for a list of available services.

Mental health services are provided by a culturally diverse network of community health programs, clinics, and mental health professionals. We do our best to match you with the services you or your family need at a location that is convenient to you. Most of the time we are able to offer our services in the language used by our consumers. When that is not possible, we will provide interpreters at no cost to you.

The services listed above are the services the Fresno County MHP offers. Sometimes other services may be needed. Other mental health services that are sometimes needed by adults and older adults are listed on page 9 in the State of California section of this booklet. Services for children and adolescents are listed on page 12 in the State of California section.

### **How Do I Obtain These Services?**

To receive mental health services, call the Fresno County MHP at **(800) 654-3937** or for hearing impaired, dial **711** to reach the California Relay Service. You can call 24-hours a day, seven days a week. It is easiest to use the telephone, but you may walk into one of our outpatient mental health service sites during business hours to ask questions about mental health services. For clinic locations, please see the directory at the back of this booklet.

The type and duration of services depends on your individual needs. A comprehensive mental health assessment is done to see if you would benefit from mental health services. If you need services, a treatment plan is developed between you and the treatment provider.

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

This booklet is available in English, Spanish, and Hmong. Large print and video versions in English, Spanish and Hmong are also available upon request.

## 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 Fresno County MHP are all involved in deciding what services you receive, including how often you will need services and for how long. The State requires the Fresno County MHP to have an authorization process for day treatment intensive, day rehabilitation and therapeutic behavioral services (TBS). . If you would like more information on how the Fresno County MHP does authorizations, please contact the Fresno County MHP at **(800) 654-3937** or for hearing impaired, dial **711** to reach the California Relay Service.

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

Beside the information in this handbook, information is available on the Fresno County web site at: <http://www.co.fresno.ca.us/managedcare>

If you need additional information, please call **(800) 654-3937 or** for hearing impaired, dial **711** to reach the California Relay Service.

### How Do I Get A Provider List?

Please call the Fresno County MHP at **(800) 654-3937** or for hearing impaired, dial **711** to reach the California Relay Service.

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

No. You may need to be referred and authorized by the MHP except for an emergency hospital service. If you have questions, please call **(800) 654-3937**. We keep an updated referral list of providers who have openings.

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

If you are receiving mental health services and decide that you would prefer to work with another provider, you may mail in the Change of Provider form, call **(800) 654-3937 or** for hearing impaired, dial **711** to reach the California Relay Service to speak with someone, or drop the form off in person. We will talk with you about the reasons you would like to change providers, and in most cases we will be able to work with you to change providers.

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

Please contact the MHP at (800) 654-3937 or for hearing impaired, dial 711 to reach the California Relay Service if you need mental health services. If the MHP decides to refer you to a private provider, the “Provider List” will give the office telephone number, address and any specialty areas of for the provider.

### **What If I Want To See A Doctor, Clinic Or Hospital That Is Not Listed On Fresno County’s “Provider List”?**

There are many private providers in Fresno County. You may seek your own mental health services—many providers are listed in the telephone book under “Marriage and Family Therapists” and “Social Workers.” There may also be community-based agencies that may be willing to see you on a sliding-fee scale. You will be responsible for any charges received outside of the MHP.

### **Does Fresno County Offer Consumer Support Services?**

The Fresno County Mental Health Plan promotes consumer empowerment through wellness and recovery-oriented services. Peer Support Specialists and Parent Partners are integral to the delivery of services to children, families and adults. These individuals are mental health consumers or family members, who are involved in their own recovery and wish to share their

experiences to help other consumers. They receive specialized training to mentor, support, advocate and teach those skills needed to assist consumers to achieve their goals of independence and self-sufficiency.

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

If you are in a crisis and need mental health services call 911 or go to the nearest hospital emergency room if you require emergency medical care. If you are not sure that this is an emergency, call the Mental Health Plan at **(800) 654-3937** (toll free).

If you have a mental health crisis when you are out of Fresno County, call 911 or go to the nearest emergency room. The Fresno County MHP covers mental health services for its beneficiaries anywhere in California. You can call us toll-free from anywhere in California at **(800) 654-3937** or for hearing impaired, dial **711** to reach the California Relay Service.

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

You may call the toll-free consumer access line – **(800) 654-3937** or for hearing impaired, dial **711** to reach the California Relay Service and ask to speak to a Fresno County MHP staff about receiving mental health services. They will provide referrals to other agencies that can best meet your

needs that are beyond the ability of the Fresno County MHP.

### **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 Fresno County?**

If it is determined during your assessment that you need services that the Fresno County MHP cannot provide, the assessing clinician will give you referrals to appropriate agencies that can best meet your needs. You may also call your physical health plan. The Fresno County MHP does not provide family planning services or marital counseling. You will need to contact your primary care physician for these services.

### **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) 654-3937** or for hearing impaired, dial **711** to reach the California Relay Service to find out how to resolve your concerns.

If we are unable to help resolve your concerns, there are three ways you can work with the MHP to resolve concerns about services or other





***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.***

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.

You may call the MHP at **(800) 654-3937** or for hearing impaired, dial **711** to reach the California Relay Service or fill out the grievance or appeal form and mail it to:

Fresno County Mental Health Plan  
P.O. Box 45003  
Fresno, California 93718-9886

If you have any questions or want to know the status of your grievance or appeal, please call: **(800) 654-3937**.

For hearing impaired, dial **711** to reach the California Relay Service.

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 in the State of California section of 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 Fresno County's Patient's Rights Advocate? What Do They Do And How Do I Contact Them?**

The Patient's Rights Advocate investigates and resolves alleged denials of the rights of mental health consumers. You may call the Patients' Rights Advocate during business hours at **(559) 492-1652**.

### **Does Fresno County Keep My Mental Health Records Private?**

By law, your mental health services and records will be handled with confidentiality. These records will not be shared with anyone outside the MHP unless you agree in writing. There are only three exceptions to this:

- If you give your treatment provider information that you may harm yourself or others. In a situation like this the therapist may contact the proper authorities;
- If we are ordered by a court of law to give them information, then we are obligated to give them information about your care;
- If you file a State Fair Hearing with the state, then we may need to give them information to help them with their investigation

