



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

Yolo County Mental (888) 965-6647 *24 hours toll free*

Health Services (800) 735-2929 **TDD**

MHP Clinics

Davis(530) 757-5530

West Sacramento.....(916) 375-6350

Woodland.....(530) 666-8630

Local Hospitals

Woodland Memorial Hospital..(530) 662-3961

Sutter Davis Hospital(530) 756-6440

Patient's Right Advocate (888) 857-7776



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?

Este folleto (o información) esta disponible en Español. Usted puede solicitarlo llamando al número de teléfono gratuito mencionado anteriormente.

Данная брошюра также доступна на русском языке. Вы можете попросить предоставить ее вам, позвонив по бесплатному номеру телефона, указанному выше.

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

If you are now getting services from Yolo 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 understanding this booklet, please call the MHP at (888) 965-6647 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 Yolo County MHP.

This booklet has two sections. The first section tells you how to get help from the Yolo 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 Yolo 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 Yolo 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 Yolo County "Mental Health Plan" or MHP, which is separate from your regular doctor. The Yolo 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 Yolo County MHP directly at (888) 965-6647. 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 is 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 Yolo 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 Yolo County MHP's 24-hour, toll-free phone number at (888) 965-6647. You may also call your county's Patient's Right Advocate at (888) 857-7776

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

Email: 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 Yolo County Mental Health Plan



We welcome you to Yolo County Mental Health Services, and to the Medi-Cal Mental Health Plan. We provide specialty mental health services for people who live in Yolo County and 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:

- Get answers to your questions about mental health treatment
- Tell you what mental health services are covered by Medi-Cal
- Decide 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
Yolo County Mental Health Services	(888) 965-6647 24 hours toll free (800) 735-2929 TDD
MHP Clinics	
Davis	(530) 757-5530
West Sacramento	(916) 375-6350
Woodland	(530) 666-8630
Local Hospitals	
Woodland Memorial Hospital	(530) 662-3961
Sutter Davis Hospital	(530) 756-6440
Patient's Rights Advocate	(888) 857-7776

How Do I Know If Someone Needs Help Right Away?

Even if there is no emergency, a person with mental health problems needs 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
- Threatening to kill themselves (suicide)
- Wanting to hurt themselves or others

If one or more of these things is true, call 911 or the Yolo County MHP at (888) 695-6647 (24-hours toll free). Mental Health workers are on-call 24-hours a day.

What Specialty Mental Health Services Does Yolo County Provide?

Yolo County provides mental health services to residents of Yolo County who receive Medi-Cal benefits and meet medical necessity. Most people who receive services usually have mental health problems that interfere with daily living. Services vary from person to person, depending on individual need, and many services are time-limited. Services are provided by a variety of mental health specialists, including multidisciplinary and culturally diverse teams of County and Provider staff.

The amount, duration, and scope of services are determined by assessment for services. The following services are available to assist you in meeting your mental health needs when the medical necessity criteria are met:

Outpatient Services



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.

- **Therapy:**-individual, group, and family: Short term and goal directed services will focus on you or your child's mental health needs. Staff will work with you, your family, or other important people in your life to learn more about your illness, how to address your problems, and how to help maintain your highest level of functioning.
- **Case Management:** Helps to connect you with services and supports needed for daily living, including housing and job assistance. Case Management helps support a child or youth to be more successful in school, at home, and in the community.
- **Medication Support:** Psychiatrists and nurses provide evaluations, medication management, and medication education to help manage you or your child's symptoms and to understand how medication can help make you feel better.
- **Day Treatment / Rehabilitative Day Treatment:** Services include, education and support to help you or your child remain in the community. These services can include various groups, individual therapy, and living skills education. Services help you and your child to develop skills to better deal with life problems.
- **Social Rehabilitation:** Services are designed to increase you or your child's self-care, home management and living skills, develop community supports, to help you and your child remain stable and productive in the community.
- **Residential:** 24-hour housing when you or your child has more serious treatment needs. The scope and duration depends upon the need, and is typically intended to increase functioning to allow you or your child to return to the community.

The services listed above are the services that the Yolo County MHP at (888) 965-6647 thinks are most likely to help beneficiaries 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?

Call us at (888) 965-6647. During regular business hours, from 8:00 a.m. to 5:00 p.m., you may also call the following local numbers for information on mental health and treatment needs

Davis(530) 757-5530
West Sacramento.....(916) 375-6350
Woodland.....(530) 666-8630

Crisis services may also be accessed on a walk-in basis at the addresses listed on page 5 of this booklet.

In What Other Languages And Formats Are These Materials Available?

Cambodian, Japanese, Korean, Mien/Hmong, Russian, and Spanish. Materials will also be made suitable for those with limited English and visual or hearing impairments.

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 Yolo 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 Yolo County MHP may require your provider to ask the MHP to review the reasons the provider thinks you need services before they are provided. The Yolo 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 Yolo County MHP to have an authorization process for day treatment intensive, day rehabilitation, and therapeutic behavioral services (TBS).

The Yolo County MHP follows state rules for our MHP payment authorization process, which are described on page 3 in the State of California section of this booklet. If you would like more information on how Yolo County does MHP payment authorizations or when we require your provider to request an MHP payment authorization for services, please contact Yolo County MHP at (888) 956-6647.

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

If you would like additional information on the structure and operation of the Yolo County MHP, please contact the Quality Management Unit at (530) 666-8542.

How Can I Get “Provider” List?

Provider lists are available by contacting the Quality Improvement Department at (530) 666-8542.

Can I See Any Doctor, Therapist, Clinic Or Hospital On Yolo County’s “Provider List”?

We require that you contact us first because we want to make sure that:

- 1) Your services are authorized and
- 2) The provider you choose is accepting new Medi-Cal beneficiaries.

Please call the Access and Crisis line at (888) 965-6647.

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

To the greatest extent possible, we try and accommodate your choice of providers. Please call us at (888) 965-6647 for more information.

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

You may access services using the “Provider List” by contacting the County at (888) 965-6647, or by walking into an MHP site listed in this booklet. If you contact a provider directly, you will be referred to the Yolo County MHP for intake and authorization.

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

If another provider wishes to provide Medi-Cal services to you, they can call the Access line at (888) 965-6647 and fill-out the appropriate form. If you meet medical necessity for the service(s) you need, service can be covered by the MHP.

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

You may speak to a crisis worker 24 hours a day, 7 days a week, by calling: (888) 965-6647, or TDD (800) 735-2929.

You may also walk-in or call one of our clinics:

Davis

600 A Street, Davis, CA 95616
(530) 757-5530

West Sacramento

500 B Jefferson Blvd., Suite 150, West Sacramento, CA 95605
(916) 375-6350

Woodland

213 West Beamer Street, Woodland, CA 95695
(530) 666-8630

Calls received when Yolo County MHP offices are closed, on weekdays from 5:00 pm to 8:00 am, and weekends and holidays, will be forwarded to on-call staff for crisis response.

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

Call the MHP at (888) 965-6647 to receive authorization for additional services. The MHP can then assist you in finding a provider to meet your additional needs.

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 Yolo County?

Call us at (888) 965-6647 to see if you can be referred to the appropriate physician.

What Can I Do If I Have A Problem Or Am Not Satisfied With My Mental Health Treatment?

You may file a grievance if dissatisfied with mental health services at the Yolo County, or appeal a decision when services are denied, terminated, suspended, or reduced by calling (888) 988-8305. or completing a grievance/appeal form. Grievance/appeal forms are available at all MHP and Contact Provider locations. You may also contact Quality Improvement staff at (530) 666-8542 to discuss the grievance and appeals process.

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 (888) 965-6647 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 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 Yolo County's Patient's Rights Advocate, What Do They do And How Do I Contact Them?

Yolo County Patients' Rights Advocacy Services

- Investigates and resolves grievances received from mental health clients about rights violations, neglect, abuse, or confidentiality issues, and
- Monitors mental health programs for compliance with patients' rights laws, regulations, and policies.



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.

Anyone may contact the Patients' Rights Advocate with a problem concerning mental health issues. If you cannot file the grievance, someone else may file the grievance on your behalf.

To contact Yolo County Patients' Rights Advocacy Services call (888) 857-7776.

Does Yolo County Keep My Mental Health Records Private?

You have a right to privacy. Your provider cannot tell anyone outside of the provider network any clinical information you give Yolo County unless you supply written permission or a court deems it acceptable.