

 <p style="text-align: center;">County of Sacramento Department of Health Services Division of Behavioral Health Services Policy and Procedure</p>	Policy Issuer (Unit/Program)	SUPT
	Policy Number	SUPT 03-13
	Effective Date	01-01-03
	Revision Date	07-07-21
Title: Drug Medi-Cal Organized Delivery System After-Hours Response		Functional Area: Treatment
Approved By: (Signature on File) Signed version available upon request		
Lori Miller, LCSW Division Manager, Substance Use Prevention and Treatment Services		

BACKGROUND/CONTEXT:

The Drug Medi-Cal Organized Delivery System (DMC-ODS) Plan requires all eligible members who are in need of substance use disorder (SUD) treatment to have access to a 24-hour phone line for requesting SUD treatment services. The System of Care and the DMC-ODS After-Hours Response Line serves this purpose. The DMC-ODS Plan requires all members requesting SUD treatment services to be contacted and receive follow-up in a timely manner.

DEFINITIONS:

- **System of Care:** The primary access point for SUD treatment services, which operates Monday – Friday, 8:00 am – 5:00 pm, excluding County holidays.
- **DMC-ODS After-Hours Response Line:** The Sacramento County Mental Health Treatment Center operates the DMC-ODS After-Hours Response Line during the hours System of Care offices are closed; weekdays from 5 p.m. to 8 a.m., weekends, and holidays.

PURPOSE:

The purpose of this document is to provide a process that ensures individuals contacting the DMC-ODS After-Hours Response Line and requesting SUD treatment services are contacted and receive timely follow-up.

DETAILS:

The Sacramento County Mental Health Treatment Center operates the DMC-ODS After-Hours Response Line during the hours that System of Care offices are closed; weekdays from 5 p.m. to 8 a.m., weekends, and County holidays.

A written log of telephone calls received by the DMC-ODS After-Hours Response Line shall be submitted to the System of Care on a daily basis. The DMC-ODS After-Hours Response Log will be completed as fully as possible and contain:

- Date of call
- Shift when call received
- Time of initial call
- Name of the calling party
- Telephone number of caller
- Nature of the request

The first business day after the call is received, the System of Care will contact the individuals who may be requesting SUD treatment services. The DMC-ODS After-Hours Log will be emailed daily to the System of Care at: SUPTSOC@SacCounty.net

System of Care staff shall ensure the above email box is checked daily to retrieve the the DMC-ODS After-Hours Log. System of Care staff shall review the log and take the following actions:

Step	Action
1	Does the Dispo/Divert section of the After Hours Log contain "1 Adult System of Care" or "2 Youth System of Care"? Yes follow-up is needed. Go to Step 2. No follow-up is not needed. Go to Step 4.
2	<ul style="list-style-type: none"> • Call the individual listed on the Log • Clarify nature of call. Is the call related to substance use disorder services? <p>Yes</p> <ul style="list-style-type: none"> ○ Obtain additional contact information ○ Initial the Log in box labeled "Access Follow-up and Initial." ○ Indicate the date and time of the call ○ Assign to System of Care clinician <p>No</p> <ul style="list-style-type: none"> ○ Answer any questions ○ Initial the Log in the box labeled "Access Follow-up and Initial."
3	Repeat this process until all calls are addressed then Go to Step 4.
4	Scan the After Hours Log to the QM W: drive folder located at W:\BHS\MH\QM\Access After Hours Logs

RELATED POLICIES

PP-BHS-MHTC-07-02 After Hours Response Line

DISTRIBUTION:

Enter X	DL Name	Enter X	DL Name
X	SUPT Administration		SUPT Prevention Providers
X	SUPT County Counselors		SUPT Adult Treatment Providers
	SUPT Collaborative Courts		SUPT Youth Treatment Providers
X	SUPT System of Care		Alcohol and Drug Advisory Board
X	SUPT Administrative Support Staff		BHS Mental Health Services

	SUPT Options for Recovery		BHS Mental Health Treatment Center
	SUPT Proposition 36		BHS Quality Management

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