



Medi-Cal Behavioral Health Quick Guide

Health Plan	Medi-Cal Specialty Mental Health Services ¹	Medi-Cal Managed Care Plan Behavioral Health Services ²	Medi-Cal Managed Care Plan Member Services Department
Anthem Blue Cross wellpoint.com	Sacramento MHP Access Team (888) 881-4881 (916) 876-8892 (TTY)	Anthem Blue Cross (888) 831-2246	(800) 407-4627
Health Net www.HealthNet.com	Sacramento MHP Access Team (888) 881-4881 (916) 876-8892 (TTY)	Managed Health Network (MHN) (888) 426-0030	(800) 675-6110
Molina Healthcare MolinaHealthcare.com	Sacramento MHP Access Team (888) 881-4881 (916) 876-8892 (TTY)	Molina Healthcare (888) 665-4621	(888) 665-4621
Kaiser Permanente KP.org	Sacramento MHP Access Team (888) 881-4881 (916) 876-8892 (TTY)	Kaiser Permanente Department of Psychiatry Sacramento/Roseville (916) 973-5300 South Sacramento (916) 525-6100	(800) 464-4000

Medi-Cal beneficiaries can access a County Behavioral Health program directly.

For emergencies call 911 or the Psychiatric Emergency/ Urgent Services Line at (916) 732-3637 after hours line (888) 881-4881

Medi-Cal Specialty Mental Health Services¹

County Behavioral Health Services covers inpatient and outpatient **Medi-Cal Specialty Mental Health** services to all Medi-Cal beneficiaries including those on a Medi-Cal Managed Care Plan. Covered benefits are for clients with serious and persistent psychiatric illness requiring complex biopsychosocial services in order to maintain stability. These services are commonly provided by Sacramento County's contracted network and inpatient psychiatric hospitals.

Substance Use Treatment

Medi-Cal beneficiaries can receive substance abuse services through the County Behavioral Health Services' Alcohol and Drug Services Programs. These programs can be accessed by calling the Sacramento County Systems of Care Line at (916) 874-9754. Medi-Cal beneficiaries in need of Acute Medical Detoxification are covered by their Medi-Cal Managed Care Plan. Acute Medical Detoxification means treatment in an acute medical facility for a serious medical condition relating to substance withdrawal.

Medi-Cal Managed Care Plan Behavioral Health Services²

Medi-Cal Managed Care Plans cover behavioral health services for members who do not qualify for **Specialty Mental Health** covered by the County. Each Medi-Cal Managed Care Plan has its own network of contracted behavioral health providers.

DHCS Mental Health Ombudsman/The Office of the Ombudsman

If there is a problem getting necessary care through the County Mental Health Plan (MHP) or a Medi-Cal Managed Care Plan (GMC Plan), members and providers should first contact the appropriate member service department. Health Plans' numbers are provided in the table above. *The MHP's member service department can be reached at (916) 875-6069.* In most cases, the respective plan will resolve the issue. In the event a member feels his/her needs are not being met, **the DHCS Mental Health Ombudsman (MHP) 1-800 896-4042 / 1-800-896-2512 (TTY) M-F 8am- 5pm PST** or **the Office of the Ombudsman (GMC Plans) 1-888-452-8609 M-F 8am-5pm PST** are available to assist. The DHCS Mental Health Ombudsman is one of several points of accountability for access and quality in the Medi-Cal mental health managed care system, its purpose is to create a bridge between the MHP and individuals, family members and friends of individuals, in need of mental health services by providing information and assistance in navigating through the system. The goal of the Medi-Cal Managed Care Office of the Ombudsman is to develop fair solutions to health care access problems in order to ensure that members receive all medically necessary covered services for which plans are contractually responsible.

