

SACRAMENTO COUNTY



Drug Medi-Cal Organized Delivery System Beneficiary Handbook

7001-A East Parkway, Suite 500

Sacramento California 95823

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¹ The handbook will be provided at the time the beneficiary first accesses services.

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Call Sacramento County Drug Medi-Cal Organized Delivery System at 1-916-874-9754
8:00 AM-5:00 PM and after hours toll-free at 1-888-881-4881 or visit online at
www.dhs.saccounty.gov. Sacramento County Drug Medi-Cal Organized Delivery
System is available 24/7.

LANGUAGE TAGLINES

English Tagline

ATTENTION: If you need help in your language call 1-916-875-6069 (TDD: 711). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call 1-916-875-6069 (TDD: 711). These services are free of charge.

الشعار بالعربية (Arabic)

1-916-875-6069 (TDD: يُرجى الانتباه: إذا احتجت إلى المساعدة بلغتك، فاتصل بـ 711)

1-916-875-6069] تتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة بريـل والخط الكبير. اتصل بـ (TDD: 711) . هذه الخدمات مجانية.

Հայերեն պիտակ (Armenian)

ՈՒՇԱԴՐՈՒԹՅՈՒՆ: Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, զանգահարեք 1-916-875-6069 (TDD: 711): Կան նաև օժանդակ միջոցներ ու ծառայություններ հաշմանդամություն ունեցող անձանց համար, օրինակ՝ Բրայլի գրատիպով ու խոշորատառ տպագրված նյութեր: Զանգահարեք 1-916-875-6069 (TDD: 711): Այդ ծառայություններն անվճար են:

ឃ្លាសម្គាល់ជាភាសាខ្មែរ (Cambodian)

ចំណាំ: បើអ្នក ត្រូវ ការជំនួយ ជាភាសា របស់អ្នក សូម ទូរស័ព្ទទៅលេខ 1-916-875-6069 (TDD: 711)។ ជំនួយ និង សេវាកម្ម សម្រាប់ ជនពិការ ដូចជាឯកសារសរសេរជាអក្សរផុស សម្រាប់ជនពិការភ្នែក ឬឯកសារសរសេរជាអក្សរពុម្ពធំ ក៏អាចរកបានផងដែរ។ ទូរស័ព្ទមកលេខ 1-916-874-9754] (TDD:711)។ សេវាកម្មទាំងនេះមិនគិតថ្លៃឡើយ។



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简体中文标语 (Chinese)

请注意：如果您需要以您的母语提供帮助，请致电 1-916-875-6069 (TDD: 711)。另外还提供针对残疾人士的帮助和服务，例如盲文和需要较大字体阅读，也是方便取用的。请致电 1-916-875-6069 (TDD: 711)。这些服务都是免费的。

فارسی زبان به مطلب (Farsi)

توجه: اگر می‌خواهید به زبان خود کمک دریافت کنید، با 1-916-875-6069 (TDD: 711) تماس بگیرید. کمک‌ها و خدمات مخصوص افراد دارای معلولیت، مانند نسخه‌های خط بریل و چاپ با حروف بزرگ، نیز موجود است. با 1-916-875-6069 (TDD: 711) تماس بگیرید. این خدمات رایگان ارائه می‌شوند.

हिंदी टैगलाइन (Hindi)

ध्यान दें: अगर आपको अपनी भाषा में सहायता की आवश्यकता है तो 1-916-875-6069 (TDD: 711) पर कॉल करें। अशक्तता वाले लोगों के लिए सहायता और सेवाएं, जैसे ब्रेल और बड़े प्रिंट में भी दस्तावेज़ उपलब्ध हैं। 1-916-875-6069 (TDD: 711) पर कॉल करें। ये सेवाएं नि: शुल्क हैं।

Nqe Lus Hmoob Cob (Hmong)

CEEB TOOM: Yog koj xav tau kev pab txhais koj hom lus hu rau 1-916-875-6069 (TDD: 711). Muaj cov kev pab txhawb thiab kev pab cuam rau cov neeg xiam oob qhab, xws li puav leej muaj ua cov ntawv su thiab luam tawm ua tus ntawv loj. Hu rau 1-916-875-6069 (TDD: 711). Cov kev pab cuam no yog pab dawb xwb.



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日本語表記 (Japanese)

注意日本語での対応が必要な場合は1-916-875-6069 (TDD: 711)へお電話ください。点字の資料や文字の拡大表示など、障がいをお持ちの方のためのサービスも用意しています。1-916-875-6069 (TDD: 711)へお電話ください。これらのサービスは無料で提供しています。

한국어 (Korean)

한국어: 한국에서 한국어를 사용하는 1-916-874-9754] (TDD:711) 번으로 한국어를 사용합니다. 한국에서 한국어를 사용하는 한국어를 사용합니다. 1-916-875-6069 (TDD: 711) 번으로 한국어를 사용합니다. 한국에서 한국어를 사용합니다.

ເທກໄລພາສາລາວ (Laotian)

ປະກາດ: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໂທຫາເບີ1-916-875-6069 (TDD: 711).

ຍັງມີຄວາມຊ່ວຍເຫຼືອແລະການບໍລິການສໍາລັບຄົນພິການ ເຊັ່ນເອກະສານທີ່ເປັນອັກສອນນູນແລະມິໂຕພິມໃຫຍ່ ໃຫ້ໂທຫາເບີ 1-916-875-6069 (TDD: 711). ການບໍລິການເຫຼົ່ານີ້ບໍ່ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ.

Mien Tagline (Mien)

LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiex longc mienh tengx faan benx meih nyei waac nor douc waac daaih lorx taux 1-916-875-6069 (TDD: 711). Liouh lorx jauv-louc tengx

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aengx caux nzie gong bun taux ninh mbuo wuaaic fangx mienh, beiv taux longc benx nzangc-pokc bun hluc mbiutc aengx caux aamz mborqv benx domh sou se mbenc nzoih bun longc. Douc waac daaih lorx 1-916-875-6069 (TDD: 711). Naaiv deix nzie weih gong-bou jauv-louc se benx wang-henh tengx mv zuqc cuotv nyaanh oc.

ਪੰਜਾਬੀ ਟੈਗਲਾਈਨ (Punjabi)

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਾਲ ਕਰੋ 1-916-875-6069 (TDD: 711). ਅਪਾਹਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬੋਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ। ਕਾਲ ਕਰੋ 1-916-875-6069 (TDD: 711).

ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।

Русский слоган (Russian)

ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру 1-916-875-6069 (TDD: 711). Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру 1-916-875-6069 (TDD: 711). Такие услуги предоставляются бесплатно.

Mensaje en español (Spanish)

ATENCIÓN: si necesita ayuda en su idioma, llame al 1-916-875-6069 (TDD: 711). También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al 1-916-875-6069 (TDD: 711). Estos servicios son gratuitos.



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Tagalog Tagline (Tagalog)

ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa 1-916-875-6069 (TDD: 711). Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille at malaking print. Tumawag sa 1-916-875-6069 (TDD: 711). Libre ang mga serbisyong ito.

เท็กไลน์ภาษาไทย (Thai)

โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทรศัพท์ไปที่หมายเลข 1-916-875-6069 (TDD: 711) นอกจากนี้ ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่เป็นอักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปที่หมายเลข 1-916-875-6069 (TDD: 711) ไม่มีค่าใช้จ่ายสำหรับบริการเหล่านี้

Примітка українською (Ukrainian)

УВАГА! Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер 1-916-875-6069 (TDD: 711). Люди з обмеженими можливостями також можуть скористатися допоміжними засобами та послугами, наприклад, отримати документи, надруковані шрифтом Брайля та великим шрифтом. Телефонуйте на номер 1-916-875-6069 (TDD: 711)). Ці послуги безкоштовні.

Khẩu hiệu tiếng Việt (Vietnamese)

CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng



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gọi số

1-916-875-6069 (TDD: 711). Chúng tôi cũng hỗ trợ và cung cấp các dịch vụ dành cho người khuyết tật, như tài liệu bằng chữ nổi Braille và chữ khổ lớn (chữ hoa). Vui lòng gọi số 1-916-875-6069 (TDD: 711). Các dịch vụ này đều miễn phí.



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State of California – Health and Human Services
Agency Department of Health Care Services

NONDISCRIMINATION NOTICE

The Department of Health Care Services (DHCS) complies with applicable Federal and State civil rights laws. DHCS does not unlawfully discriminate against, exclude, or treat people differently on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity or sexual orientation.

DHCS:

- Provides free aids and services to people with disabilities to communicate effectively with DHCS, such as:
 - Qualified sign language interpreters
 - Written information in other formats such as large print, braille, audio or accessible electronic formats
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, call the Office of Civil Rights, at **1-916-440-7370**, 711 (California State Relay) or email CivilRights@dhcs.ca.gov. Upon request, this document can be made available to you in braille, large print, audio or accessible electronic formats.



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If you believe DHCS has failed to provide these services or you have been discriminated against in another way on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity or sexual orientation, you can file a grievance with the Office of Civil Rights.

Department of Health Care Services Office of Civil Rights

PO Box 997413, MS 0009

Sacramento, CA 95899-7413

(916) 440-7370, 711 (California

State Relay) Email:

CivilRights@dhcs.ca.gov

If you need help filing a grievance, the Office of Civil Rights can help you. Complaint forms are available at:

<https://www.dhcs.ca.gov/discrimination-grievance-procedures>



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If you believe you have been discriminated against on the basis of race, color, national origin, age, disability or sex, you can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. You can file electronically through the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or you can file by mail or phone at:

**U.S. Department of Health and Human Services
200 Independence
Avenue SW Room 509F,
HHH Building
Washington, D.C. 20201
1-800-368-1019, TTY 1-800-537-7697**

You can get a complaint form at:
<http://www.hhs.gov/ocr/office/file/index.html>



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GENERAL INFORMATION

Emergency Services

Emergency services are covered 24 hours a day, 7 days a week, 365 days per year. If you think you are having a health-related emergency, **call 911 or go to the nearest emergency room** for help.

Emergency Services are services provided for an unexpected medical condition, including a psychiatric emergency medical condition or an overdose.

An emergency medical condition is present when you have symptoms that cause severe pain or a serious illness or an injury, which a prudent layperson (a careful or cautious non-medical person) believes could reasonably expect without medical care could:

- Put your health in serious danger, or
- If you are pregnant, put your health or the health of your unborn child in serious danger, or
- Cause serious harm to the way your body works, or
- Cause serious damage to any body organ or part.

You have the right to use any hospital in the case of an emergency. Emergency services never require authorization.

Overdose: Do not hesitate to call 911 for medical emergencies



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involving substance use. If you or someone you know has overdosed, calling 911 as soon as possible could help save a life. Naloxone (Narcan®) is medication that could immediately counter the effects of an opioid/heroin overdose. You can administer it while someone is overdosing and you should call 911 immediately. Many emergency personnel carry it with them, and it is also available from select pharmacies without a prescription. Ask your health care provider or local pharmacy for more information.

Who Do I Contact If I'm Having Suicidal Thoughts?

If you or someone you know is in crisis, please call the National Suicide Prevention Lifeline at **988** or **1-800-273-TALK (8255)**.

- For local residents seeking assistance in a crisis and to access local mental health programs, please call:
- Suicide Prevention Crisis Line: 916-368-3111
- Sacramento County Mental Health Plan: 916-875-1055 or 1-888-881-4881
- Sacramento County Mental Health Treatment Center: 916-732-3637 or 916-875-1000.
- Turning Point Community Programs – Mental Health Urgent Care Clinic: 916-520-2460
- Sacramento County Community Support Team (CST): 916-874-6015



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Why Is It Important To Read This Handbook?

Welcome to the Sacramento County Drug Medi-Cal Organized Delivery System Plan

This delivery system is for individuals with a substance use disorder (SUD) who are enrolled in or eligible for Medi-Cal. This delivery system provides a continuum of services modeled after the American Society of Addiction Medicine (ASAM) Criteria. ASAM Criteria provides a way to match individuals suffering from addiction with the services and tools needed for a successful and long-term recovery.

It is important that you understand how the Sacramento County Drug Medi-Cal Organized Delivery System Plan works so you can get the care you need. This handbook explains your benefits and how to get care. It will also answer many of your questions.

You will learn:

- How to receive substance use disorder treatment services through your county Drug Medi-Cal Organized Delivery System Plan
- What benefits you have access to
- What to do if you have a question or problem
- Your rights and responsibilities as a beneficiary of Sacramento County Drug Medi-Cal Organized Delivery System Plan

If you don't read this handbook now, you should keep this



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handbook so you can read it later. Use this handbook as an addition to the beneficiary handbook that you received when you enrolled in your current Medi-Cal benefit. Your Medi-Cal benefit could be with a Medi-Cal managed care plan or with the regular Medi-Cal “Fee for Service” program. Handbook is available on-line to be at <https://dhs.saccounty.gov/BHS/Pages/SUPT/DMC-ODS/DMC-ODS-Member-Handbook.aspx>

As A Beneficiary Of Your Sacramento County Drug Medi-Cal Organized Delivery System Plan, Sacramento County Drug Medi-Cal Organized Delivery System Is Responsible For:

- Determining if you meet access criteria for Sacramento County Drug Medi-Cal Organized Delivery System services from the county or its provider network.
- Coordinating your care with other plans or delivery systems as needed to facilitate care transitions and guide referrals for beneficiaries, ensuring that the referral loop is closed, and the new provider accepts the care of the beneficiary.
- Providing a toll-free phone number that is answered 24 hours a day and 7 days a week that can tell you about how to get services from the Sacramento County Drug Medi-Cal Organized Delivery System. You can also contact the Sacramento County Drug Medi-Cal Organized Delivery System to request the availability of after-hours care.
- Having enough providers close to you to make sure that you can get the substance use disorder treatment services covered by the Sacramento County Drug Medi-Cal Organized Delivery System if you need them.



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- Informing and educating you about services available from Sacramento County Drug Medi-Cal Organized Delivery System.
- Providing you services in your language or by an interpreter (if necessary) free of charge and letting you know these interpreter services are available.
- Providing you with written information about what is available to you in other languages or formats, such as large print, Braille, audio formats, or the following threshold languages, upon request:
 - Arabic
 - Cantonese
 - Farsi
 - Hmong
 - Russian
 - Spanish
 - Vietnamese
- Providing you with notice of any significant change in the information specified in this handbook at least 30 days before the intended effective date of the change. A change would be considered significant when there is an increase or decrease in the amount or type of services that are available, or if there is an increase or decrease in the number of network providers, or if there is any other change that would impact the benefits you receive through the Drug Medi-Cal Organized Delivery System county.
- Informing you if any contracted provider refuses to perform



Call Sacramento County Drug Medi-Cal Organized Delivery System at 1-916-874-9754 8:00 AM-5:00 PM and after hours toll-free at 1-888-881-4881 or visit online at www.dhs.saccounty.gov. Sacramento County Drug Medi-Cal Organized Delivery System is available 24/7.

or otherwise support any covered service due to moral, ethical, or religious objections and informing you of alternative providers that do offer the covered service.

- Ensuring that you have continued access to your previous and current out-of-network provider for a period of time if changing providers would cause your health to suffer or increase your risk of hospitalization.

You may contact Member Services at 916-875-6069 for assistance, or the toll-free number 1-888-881-4881. This number is answered 24 hours per day, 7 days per week, and 365 days per year.

Information for Beneficiaries Who Need Materials In A Different Language

Sacramento County Drug Medi-Cal Organized Delivery System:

Provides Linguistically Appropriate Services

You can request a treatment provider that delivers services in your preferred language. If a program is unable to match your needs, you can request an interpreter at no charge. Key written materials are also available in all of the most commonly spoken languages in Sacramento County, also called “threshold languages”.

Provides Information for Beneficiaries Who Have Trouble Reading, Are Hearing Impaired, or are Vision Impaired



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You can request this handbook in an alternative format such as large print, Braille or audio. Call: 1-916-875-6069 or 1-888-881-4881, for assistance.

Provides Age and Developmentally Appropriate Services

You can request a treatment provider that delivers services for a specific age group (youth, young adults, adults and older adults). If a program is not available that matches your request, or it is too far from where you would like to receive services, there are other programs available that serve more than one age group.

Treats Substance Abuse as a Chronic Condition

A chronic condition lasts for a long-time or maybe even a lifetime (i.e., asthma, diabetes) whereas an acute condition last for a short-time, typically a few days or weeks (i.e., ear infection). Because substance abuse can impact people over a long period and relapse is common, it is considered a chronic condition. For this reason, network providers can work with you even after your treatment program is done to provide on-going support or help you enter treatment again if needed.

Provides Patient-Centered Care

You can help the treatment provider determine what services will best meet your individual needs and preferences. For this reason, your care may be different than others in the same program.



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Provides Culturally Appropriate Services

You can request a treatment provider that delivers services specifically designed to meet the needs of your culture, racial and ethnic background, or sexual orientation. If a program is unable to match your needs, or is too far from where you would like to receive services, please know that all network service providers are required to deliver culturally sensitive and appropriate services for all clients.

Connects Health, Mental Health, and Substance Use Disorder Services

Many people who need SUD services also need or receive services to address other physical health (i.e., diabetes, asthma, heart disease, liver disease) or mental health (i.e., anxiety, depression, bipolar) conditions. It is important to connect with other providers serving your health care needs to better coordinate your care and help you achieve all your health goals.

Educates and Empowers Patients and Communities to Achieve Health

Healthy individuals and healthy communities are achieved through dedication and commitment, and shared goals to reduce the adverse impact of alcohol and drug use. You can



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play a key role to improve your health and the health of your community, and it can start by participating in treatment and recovery services.

Always Make Program Improvements to Enhance Client Care

Sacramento County and its network providers are dedicated to providing quality client care that will help you achieve your goals. This means looking at how services are provided today and finding ways to make them better through evidence-based practices, effective staff, and technology.

Notice of Privacy Practices

The Notice of Privacy Practices outlines how protected health information about an individual may be used and disclosed and under what circumstances specific authorization from the individual may or may not be required. Your service provider can provide you with a copy of the notice or it can be accessed at:

<https://compliance.saccounty.gov/Pages/Notice-of-Privacy-Practices-2013.aspx>



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SERVICES

What are Drug Medi-Cal Organized Delivery System County Services?

Sacramento County Drug Medi-Cal Organized Delivery System services are health care services for people who have a substance use disorder or, in some instances, are at risk of developing a substance use disorder that the regular doctor cannot treat. You can refer to the “Screening, Brief Intervention, Referral to Treatment and Early Intervention Services” section of this notice for further information.

Sacramento County Drug Medi-Cal Organized Delivery System services include:

- Outpatient Treatment Services
- Intensive Outpatient Treatment Services
- Partial Hospitalization Services (only available for adults in certain counties, but minors may be eligible for the service under Early and Periodic Screening, Diagnostic, and Treatment regardless of their county of residence)
- Residential/Inpatient Treatment Services (subject to prior authorization by the county)
- Withdrawal Management Services
- Medications for Addiction Treatment (MAT)
- Recovery Services
- Peer Support Services (only available for adults in certain counties, but minors may be eligible for the service under



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Early and Periodic Screening, Diagnostic, and Treatment irrespective of their county of residence)

- Care Coordination Services
- Contingency Management (only available in some counties)

If you would like to learn more about each Drug Medi-Cal Organized Delivery System service that may be available to you, see the descriptions below:

Outpatient Treatment Services

- Counseling services are provided to beneficiaries up to nine hours a week for adults and less than six hours a week for beneficiaries under the age of 21 when medically necessary. Services may exceed the maximum based on individual medical necessity. Services can be provided by a licensed professional or a certified counselor, in any appropriate setting in the community, in person, by telephone, or by telehealth.
- Outpatient Services include assessment, care coordination, counseling, family therapy, medication services, Medications for Addiction Treatment for opioid use disorder, Medications for Addiction Treatment for alcohol use disorder and other non-opioid substance use disorders, patient education, recovery services, and substance use disorder crisis intervention services.



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Intensive Outpatient Services

- Intensive Outpatient Services are provided to beneficiaries a minimum of nine hours with a maximum of 19 hours a week for adults, and a minimum of six hours with a maximum of 19 hours a week for beneficiaries under the age of 21 when determined to be medically necessary. Services consist primarily of counseling and education about addiction-related problems. Services can be provided by a licensed professional or a certified counselor in a structured setting. Intensive Outpatient Treatment Services may be provided in person, by telehealth, or by telephone.
- Intensive Outpatient Services include the same components as Outpatient Services. The increased number of hours of service is the main difference.

Partial Hospitalization (only available in certain counties, but minors may be eligible for the services under Early and Periodic Screening, Diagnosis, and Treatment irrespective of their county of residence)

- Partial Hospitalization services feature 20 or more hours of clinically intensive programming per week, as medically necessary. Partial hospitalization programs typically have direct access to psychiatric, medical, and laboratory services, as well as meeting the identified needs which warrant daily monitoring or management but which can be appropriately addressed in a clinically



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intensive outpatient setting. Services may be provided in person, by synchronous telehealth, or by telephone.

- Partial Hospitalization services are similar to Intensive Outpatient Services, with an increase in the number of hours and additional access to medical services being the main differences.
- Partial Hospitalization services are not currently provided by the Sacramento County Drug Medi-Cal Organized Delivery System (DMC-ODS) plan.

Residential Treatment (Prior authorization by the Drug Medi-Cal Organized Delivery System Plan is required)

- Residential Treatment is a non-institutional, 24-hour non-medical, short-term residential program that provides rehabilitation services to beneficiaries with a substance use disorder diagnosis when determined as medically necessary. The beneficiary shall live on the premises and shall be supported in their efforts to restore, maintain, apply interpersonal and independent living skills, and access community support systems. Most services are provided in person; however, telehealth and telephone may also be used to provide services while a person is in residential treatment. Providers and residents work collaboratively to define barriers, set priorities, establish goals, and solve substance use disorder related problems. Goals include sustaining abstinence, preparing for relapse triggers, improving personal health and social functioning, and engaging in



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continuing care.

- Residential services require prior authorization by the Drug Medi-Cal Organized Delivery System county.
- Residential Services include intake and assessment, care coordination, individual counseling, group counseling, family therapy, medication services, Medications for Addiction Treatment for opioid use disorder, Medications for Addiction Treatment for alcohol use disorder and other non-opioid substance use disorders, patient education, recovery services, and substance use disorder crisis intervention services.
- Residential Services providers are required to either offer medications for addiction treatment directly on-site or facilitate access to medications for addiction treatment off-site during residential treatment. Residential Services providers do not meet this requirement by only providing the contact information for medications for addiction treatment providers. Residential Services providers are required to offer and prescribe medications to beneficiaries covered under the Drug Medi-Cal Organized Delivery System.
- Each member shall live on the premises and shall be supported in their efforts to restore, maintain, apply interpersonal and independent living skills, and access community support systems. Providers and residents work collaboratively to define barriers, set priorities, establish goals, create treatment plans, and solve SUD related problems.
- The length of residential services range from 1 to 90 days based on medical necessity. Extensions and additional stays



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are approved based on medical necessity.

Inpatient Treatment Services (varies by county)

- Inpatient services are provided in a 24-hour setting that provides professionally directed evaluation, observation, medical monitoring, and addiction treatment in an inpatient setting. Most services are provided in-person, however, telehealth and telephone may also be used to provide services while a person is in inpatient treatment.
- Inpatient services are highly structured and a physician is likely available on-site 24-hours daily, along with Registered Nurses, addiction counselors, and other clinical staff. Inpatient Services included assessment, care coordination, counseling, family therapy, medication services. Medications for Addiction Treatment for opioid use disorder. Medications for Addiction Treatment for Alcohol use disorder, and other non-opioid substances use disorders, patient education, recovery services, and substance use disorder crisis services.
- Inpatient services are not currently provided by the Sacramento County Drug Medi-Cal Organized Delivery System (DMC-ODS) plan.

Narcotic Treatment Program

- Narcotic Treatment Program are outpatient programs that provide FDA-approved drugs to treat substance use disorders when ordered by a physician as medically necessary. Narcotic Treatment Programs are required to offer and



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prescribe medications to beneficiaries covered under the Drug Medi-Cal Organized Delivery System formulary including methadone, buprenorphine, naloxone, and disulfiram.

- A beneficiary must be offered, at a minimum, 50 minutes of counseling sessions per calendar month. These counseling services can be provided in person, by telehealth, or by telephone. Narcotic Treatment Services include assessment, care coordination, counseling, family therapy, medical psychotherapy, medication services, Medications for Addiction Treatment for opioid use disorder, Medications for Addiction Treatment for alcohol use disorder and other non-opioid substance use disorders, patient education, recovery services, and substance use disorder crisis intervention services.

Withdrawal Management

- Withdrawal management services are urgent and provided on a short-term basis. Withdrawal Management services can be provided before a full assessment has been completed and may be provided in an outpatient, residential, or inpatient setting.
- Each beneficiary shall reside at the facility if receiving a residential service and will be monitored during the detoxification process. Medically necessary habilitative and rehabilitative services are prescribed by a licensed physician or licensed prescriber.
- Withdrawal Management Services include assessment, care coordination, medication services, Medications for Addiction



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Treatment for opioid use disorder, Medications for Addiction Treatment for alcohol use disorder and other non-opioid substance use disorders, observation, and recovery services.

Medications for Addiction Treatment

- Medications for Addiction Treatment Services are available in clinical and non-clinical settings. Medications for Addiction Treatment is the use of prescription medications, in combination with counseling and behavioral therapies, to provide a whole-person approach to the treatment of substance use disorders. Medications for Addiction Treatment include all FDA-approved medications and biological products to treat alcohol use disorder, opioid use disorder, and any substance use disorder. Beneficiaries have a right to be offered Medications for Addiction Treatment on-site or through a referral outside of the facility.
- Medications for Addiction Treatment may be provided with the following services: assessment, care coordination, individual counseling, group counseling, family therapy, medication services, patient education, recovery services, substance use disorder crisis intervention services, and withdrawal management services.
- Beneficiaries may access Medications for Addiction Treatment outside of the Sacramento County Drug Medi-Cal Organized Delivery System as well. For instance, medications for addiction treatment, such as Naloxone, can be prescribed by some prescribers in primary care settings that work with your Medi-Cal Managed Care Plan (the regular



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Medi-Cal “Fee for Service” program) and can be dispensed or administered at a pharmacy.

Peer Support Services (varies by county)

- Providing Peer Support Services is optional for participating counties. [Sacramento County is currently in the process of implementing Peer Support Services for the Drug Medi-Cal Organized Delivery System.]
- Peer Support Services are culturally competent individual and group services that promote recovery, resiliency, engagement, socialization, self-sufficiency, self-advocacy, development of natural supports, and identification of strengths through structured activities. These services can be provided to you or your designated significant support person(s) and can be received at the same time as you receive other Drug Medi-Cal Organized Delivery System. The Peer Specialist in Peer Support Services is an individual in recovery with a current State-approved certification program and who provides these services under the direction of a Behavioral Health Professional who is licensed, waived, or registered with the State.
- Peer Support Services include educational skill-building groups, engagement services to encourage you to participate in behavioral health treatment, and therapeutic activities such as promoting self-advocacy.

Recovery Services



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- Recovery Services can be important to your recovery and wellness. Recovery services can help you connect to the treatment community to manage your health and health care. Therefore, this service emphasizes your role in managing your health, using effective self-management support strategies, and organizing internal and community resources to provide ongoing self-management support.
- You may receive Recovery Services based on your self-assessment or provider assessment of relapse risk. Services may be provided in person, by telehealth, or by telephone.
- Recovery Services include assessment, care coordination, individual counseling, group counseling, family therapy, recovery monitoring, and relapse prevention components.

Care Coordination

- Care Coordination Services consists of activities to provide coordination of substance use disorder care, mental health care, and medical care, and to provide connections to services and supports for your health. Care Coordination is provided with all services and can occur in clinical or non-clinical settings, including in your community.
- Care Coordination Services include coordinating with medical and mental health providers to monitor and support health conditions, discharge planning, and coordinating with ancillary services including connecting you to community-based services such as childcare, transportation, and housing.



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Contingency Management (varies by county)

- Providing Contingency Management Services is optional for participating counties. [Sacramento County is currently in process of implementing Contingency Management Services.]
- Contingency Management Services are an evidence-based treatment for stimulant use disorder where eligible beneficiaries will participate in a structured 24-week outpatient Contingency Management service, followed by six or more months of additional treatment and recovery support services without incentives.
- The initial 12 weeks of Contingency Management services include a series of incentives for meeting treatment goals, specifically not using stimulants (e.g., cocaine, amphetamine, and methamphetamine) which will be verified by urine drug tests. The incentives consist of cash equivalents (e.g., gift cards).
- Contingency Management Services are only available to beneficiaries who are receiving services in a non-residential setting operated by a participating provider and are enrolled and participating in a comprehensive, individualized course of treatment.

Screening, Assessment, Brief Intervention and Referral to Treatment

Alcohol and Drug Screening, Assessment, Brief Interventions and Referral to Treatment is not a Drug Medi-Cal Organized Delivery System benefit. It is a benefit in Medi-Cal Fee-for-Service and



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Medi-Cal managed care delivery system for beneficiaries that are aged 11 years and older. Managed care plans must provide covered substance use disorder services, including alcohol and drug use screening, assessment, brief interventions, and referral to treatment (SABIRT) for beneficiaries ages 11 years and older.

Early Intervention Services

Early intervention services are a covered Drug Medi-Cal Organized Delivery System service for beneficiaries under the age of 21. Any beneficiary under the age of 21 who is screened and determined to be at risk of developing a substance use disorder, may receive any service covered under the outpatient level of service as early intervention services. A substance use disorder diagnosis is not required for early intervention services for beneficiaries under the age of 21.

Early Periodic Screening, Diagnosis, and Treatment

Beneficiaries under the age of 21 are eligible to get the services described earlier in this handbook as well as additional Medi-Cal services through a benefit called Early and Periodic Screening, Diagnostic, and Treatment.

To be eligible for Early and Periodic Screening, Diagnostic, and Treatment services, a beneficiary must be under the age of 21 and have full-scope Medi-Cal. Early and Periodic Screening, Diagnostic, and Treatment cover services that are medically necessary to correct or help defects and physical and behavioral health conditions.



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Services that sustain, support, improve, or make a condition more tolerable are considered to help the condition and are covered as Early and Periodic Screening, Diagnostic, and Treatment services.

If you have questions about the Early and Periodic Screening, Diagnostic, and Treatment services, please call the Sacramento County Access Line at 916-875-1055 or visit the [DHCS Early and Periodic Screening, Diagnostic, and Treatment webpage](#).

Services offered in the Drug Medi-Cal Organized Delivery System Delivery System are available by telephone or telehealth, except medical evaluations for Narcotic Treatment Services and Withdrawal Management.

Substance Use Disorder Services Available from Managed Care Plans or “Regular” Medi-Cal “Fee for Service” Program”

Managed care plans must provide covered substance use disorder services, including alcohol and drug use screening, assessment, brief interventions, and referral to treatment (SABIRT) for beneficiaries ages 11 and older, including pregnant members, in primary care settings and tobacco, alcohol, and illicit drug screening. Managed care plans must also provide or arrange for the provision of Medications for Addiction Treatment (also known as Medication-Assisted Treatment) provided in primary care, inpatient hospital, emergency departments, and other contracted medical settings. Managed care plans must also



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provide emergency services necessary to stabilize the beneficiary, including voluntary inpatient detoxification.



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HOW TO GET DRUG MEDI-CAL ORGANIZED DELIVERY SYSTEM SERVICES

How Do I Get Drug Medi-Cal Organized Delivery System Services?

If you think you need substance use disorder treatment services, you can get services by asking the Sacramento County Drug Medi-Cal Organized Delivery System for them yourself. You can call your county toll-free phone number listed on the front of this handbook. You may also be referred to Sacramento County Drug Medi-Cal Organized Delivery System for substance use disorder treatment services in other ways.

Sacramento County Drug Medi-Cal Organized Delivery System is required to accept referrals for substance use disorder treatment services from doctors and other primary care providers who think you may need these services and from your Medi-Cal managed care health plan, if you are a beneficiary. Usually, the provider or the Medi-Cal managed care health plan will need your permission or the permission of the parent or caregiver of a child to make the referral, unless there is an emergency. Other people and organizations may also make referrals to the county, including schools; county welfare or social services departments; conservators, guardians or family members; and law enforcement agencies.

The covered services are available through Sacramento County's provider network. If any contracted provider objects to performing



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or otherwise supporting any covered service, Sacramento County will arrange for another provider to perform the service. Sacramento County will respond with timely referrals and coordination if a covered service is not available from a provider because of religious, ethical, or moral objections to the covered service. Your county may not deny a request to do an initial assessment to determine whether you meet the criteria to access Sacramento County Drug Medi-Cal Organized Delivery System services.

Where Can I Get Drug Medi-Cal Organized Delivery System Services?

Sacramento County is participating in the Sacramento County Drug Medi-Cal Organized Delivery System program. Since you are a resident of Sacramento County, you can get Drug Medi-Cal Organized Delivery System services in the county where you live through the Drug Medi-Cal Organized Delivery System. You must be enrolled in Medi-Cal to be eligible for Drug Medi-Cal Organized Delivery System (see below for details). Sacramento County Drug Medi-Cal Organized Delivery System has substance use disorder treatment providers available to treat conditions that are covered by the Plan. Other counties that are not participating in the Drug Medi-Cal Organized Delivery System can provide the following Drug Medi-Cal services:

- Outpatient Treatment
- Narcotic Treatment
- Naltrexone Treatment



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- Intensive Outpatient Treatment
- Perinatal Residential Substance Abuse Service (excluding room and board)

If you are under 21 years of age, you are also eligible for Early and Periodic Screening, Diagnostic, and Treatment services in any other county across the state.

After Hours Care

Our toll-free number (1-888-881-4881) is answered 24 hours per day, 7 days per week, and 365 days per year.

How Do I Know When I Need Help?

Many people have difficult times in life and may experience substance use disorder problems. The most important thing to remember is that help is available. If you are eligible for Medi-Cal, and you think you may need professional help, you should request an assessment from Sacramento County Drug Medi-Cal Organized Delivery System to find out for sure since you currently reside in a participating Drug Medi-Cal Organized Delivery System county.

How Do I Know When A Child or Teenager Needs Help?

You may contact your participating Sacramento County Drug Medi-Cal Organized Delivery System for an assessment for your



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child or teenager if you think he or she is showing any of the signs of a substance use disorder. If your child or teenager qualifies for Medi-Cal and the county assessment indicates that drug and alcohol treatment services covered by the participating county are needed, the county will arrange for your child or teenager to receive the services.

When Can I Get Drug Medi-Cal Organized Delivery System County Services?

Sacramento County Drug Medi-Cal Organized Delivery System has to meet the state's appointment time standards when scheduling an appointment for you to receive services from the Sacramento County Drug Medi-Cal Organized Delivery System. The Sacramento County Drug Medi-Cal Organized Delivery System must offer you an appointment that meets the following appointment time standards:

- Within 10 business days of your non-urgent request to start services with a substance use disorder provider for outpatient and intensive outpatient services;
- Within 3 business days of your request for Narcotic Treatment Program services;
- A follow-up appointment within 10 days if you're undergoing a course of treatment for an ongoing substance use disorder, except for certain cases identified by your treating provider.



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Who Decides Which Services I Will Get?

You, your provider, and the Sacramento County Drug Medi-Cal Organized Delivery System are all involved in deciding what services you need to receive through the Sacramento County Drug Medi-Cal Organized Delivery System. A substance use disorder provider will talk with you, and through their assessment, they will help determine which services are appropriate based on your needs.

A substance use disorder provider will evaluate whether you have a substance use disorder and the most appropriate services for your needs. You will be able to receive the services you need while your provider conducts this assessment.

If you are under the age of 21, the Sacramento County Drug Medi-Cal Organized Delivery System must provide medically necessary services that will help to correct or improve your mental health condition. Services that sustain, support, improve, or make more tolerable a behavioral health condition are considered medically necessary.

HOW TO GET MENTAL HEALTH SERVICES

Where Can I Get Specialty Mental Health Services?

You can get specialty mental health services in Sacramento County by calling 1-916-875-1055 8:00 AM to 5:00 PM. Toll Free/After-Hours: 1-888-881-4881 5:00 PM to 8:00 AM. Each county has



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specialty mental health services for children, youth, adults, and older adults. If you are under 21 years of age, you are eligible for Early and Periodic Screening, Diagnostic and Treatment, which may include additional coverage and benefits.

Your mental health plan will determine if you meet the access criteria for specialty mental health services. If you do, the mental health plan will refer you to a mental health provider who will assess you to determine what services you need. You can also request an assessment from your managed care plan if you are a beneficiary. If the managed care plan determines that you meet the access criteria for specialty mental health services, the managed care plan will help you transition to receive mental health services through the mental health plan. There is no wrong door for accessing mental health services.



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ACCESS CRITERIA & MEDICAL NECESSITY

What Are The Access Criteria For Coverage Of Substance Use Disorder Treatment Services?

As part of deciding if you need substance use disorder treatment services, the Sacramento County Drug Medi-Cal Organized Delivery System county will work with you and your provider to decide if you meet the access criteria to receive Sacramento County Drug Medi-Cal Organized Delivery System services. This section explains how your participating county will make that decision.

Your provider will work with you to conduct an assessment to determine which Sacramento County Drug Medi-Cal Organized Delivery System services are most appropriate for you. This assessment must be performed face-to-face, through telehealth, or by telephone. You may receive some services while the assessment is taking place. After your provider completes the assessment, they will determine if you meet the following access criteria to receive services through the Sacramento County Drug Medi-Cal Organized Delivery System:

- You must be enrolled in Medi-Cal.
- You must reside in a county that is participating in the Drug Medi-Cal Organized Delivery System.
- You must have at least one diagnosis from the Diagnostic and Statistical Manual of Mental Disorders for a Substance-Related and Addictive Disorder (with the exception of



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Tobacco-Related Disorders and Non-Substance-Related Disorders) or have had at least one diagnosis from the Diagnostic and Statistical Manual of Mental Disorders for Substance Related and Addictive disorders prior to being incarcerated or during incarceration (with the exception of Tobacco-Related Disorders and Non-Substance-Related Disorders).

Beneficiaries under the age of 21 qualify to receive all Sacramento County Drug Medi-Cal Organized Delivery System services when meeting the Early and Periodic Screening, Diagnostic, and Treatment medical necessity criteria irrespective of their county of residence and irrespective of the diagnosis requirement described above.

What Is Medical Necessity?

Services you receive must be medically necessary and appropriate to address your condition. For individuals 21 years of age and older, a service is medically necessary when it is reasonable and necessary to protect your life, prevent significant illness or disability, or to alleviate severe pain. For beneficiaries under the age of 21, a service is medically necessary if the service corrects or helps substance misuse or a substance use disorder. Services that sustain, support, improve, or make more tolerable substance misuse or a substance use disorder are considered to help the condition and are thus covered as Early and Periodic Screening, Diagnostic, and Treatment services.



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Additional County Specific Information

Services can be requested by self-referral or by others requesting services for you.

- Self-referral (requesting services for yourself)
- Referral by:
 - Doctors and other primary care/managed care providers
 - Child welfare departments
 - Social service departments
 - Family members
 - Conservators/guardians
 - Law enforcement agencies

Referrals for Adults, call:

Monday through Friday (Excluding County holidays) 8:00 a.m. - 5:00 p.m.

Phone: 1-916-874-9754

Toll Free/After Hours: (888) 881-4881, California Relay Service: 711

Referrals for Youth, call:

Monday through Friday (Excluding County holidays) 8:00 a.m. - 5:00 p.m.

Phone: 1-916-875-2050

Toll Free/After Hours: 888-881-4881

California Relay Service: 711

SELECTING A PROVIDER



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How Do I Find A Provider For The Substance Use Disorder Treatment Services I Need?

The Sacramento County Drug Medi-Cal Organized Delivery System may put some limits on your choice of providers. You can request that Sacramento County Drug Medi-Cal Organized Delivery System provide you with an initial choice of providers. Sacramento County Drug Medi-Cal Organized Delivery System must also allow you to change providers. If you ask to change providers, the county must allow you to choose between at least two providers to the extent possible.

Sacramento County is required to post a current provider directory online. If you have questions about current providers or would like an updated provider directory, visit your county website <https://dhs.saccounty.gov/BHS/Pages/SUPT/Substance-Use-Prevention-and-Treatment.aspx> or call the county's toll-free after-hours phone line: 1-888-881-4881. A current provider directory is available electronically on the county's website, or in paper form upon request.

The Drug Medi-Cal Organized Delivery System Plan must also allow you to change providers. When you ask to change providers, the Drug Medi-Cal Organized Delivery System Plan will offer you at least two providers to choose from, unless there is a good reason not to do so. For example, when there is only one provider who can deliver the service(s) you need. Your current treatment provider can help you find a different agency that can better serve your needs or



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you can call:

**Sacramento County
System of Care for
Substance Use Disorder
Treatment**
1-916-874-9754

**Sacramento County
Substance Use
Prevention and Treatment
Administration**
1-916-875-2050

Sometimes Sacramento County Drug Medi-Cal Organized Delivery System contract providers choose to no longer provide Drug Medi-Cal Organized Delivery System services as a provider of the Sacramento County Plan and no longer contracts with the Sacramento County Drug Medi-Cal Organized Delivery System, or no longer accepts Drug Medi-Cal Organized Delivery System patients on their own or at the request of Sacramento County Drug Medi-Cal Organized Delivery System. When this happens, Sacramento County Drug Medi-Cal Organized Delivery System must make a good faith effort to give written notice of termination of a county contracted provider within 15 days after receipt or issuance of the termination notice, to each person who was receiving substance use disorder treatment services from the provider.

American Indian and Alaska Native individuals who are eligible for Medi-Cal and reside in counties that have opted into the Sacramento County Drug Medi-Cal Organized Delivery System can also receive Sacramento County Drug Medi-Cal Organized Delivery System services through Indian Health Care Providers



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that have the necessary Drug Medi-Cal certification.

Once I Find A Provider, Can The Drug Medi-Cal Organized Delivery System County Tell The Provider What Services I Get?

You, your provider, and Sacramento County Drug Medi-Cal Organized Delivery System are all involved in deciding what services you need to receive through the county by following the access criteria for Drug Medi-Cal Organized Delivery System services. Sometimes the county will leave the decision to you and the provider. Other times, Sacramento County Drug Medi-Cal Organized Delivery System may require your provider to demonstrate the reasons the provider thinks you need a service before the service is provided. Sacramento County Drug Medi-Cal Organized Delivery System must use a qualified professional to do the review.

This review process is called a plan authorization process. Prior authorization for services is not required, except for residential and inpatient services (excluding withdrawal management services). Sacramento County Drug Medi-Cal Organized Delivery System authorization process must follow specific timelines. For a standard authorization, the plan must make a decision on your provider's request within 14 calendar days.

If you or your provider request, or if Sacramento County Drug Medi-Cal Organized Delivery System thinks it is in your interest to get more information from your provider, the timeline can be



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extended for up to another 14 calendar days. An example of when an extension might be in your interest is when the county thinks it might be able to approve your provider's request for authorization if Sacramento County Drug Medi-Cal Organized Delivery System had additional information from your provider and would have to deny the request without the information. If Sacramento County Drug Medi-Cal Organized Delivery System extends the timeline, the county will send you a written notice about the extension.

If the county doesn't make a decision within the timeline required for a standard or an expedited authorization request, Sacramento County Drug Medi-Cal Organized Delivery System must send you a Notice of Adverse Benefit Determination telling you that the services are denied and that you may file an appeal or ask for a State Hearing.

You may ask Sacramento County Drug Medi-Cal Organized Delivery System for more information about its authorization process.

If you don't agree with Sacramento County Drug Medi-Cal Organized Delivery System's decision on an authorization process, you may file an appeal with the county or ask for a State Hearing. For more information, see the Problem Resolution section.

Which Providers Does My Drug Medi-Cal Organized Delivery System County Use?

If you are new to the Sacramento County Drug Medi-Cal



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Organized Delivery System, a complete list of providers in your Drug Medi-Cal Organized Delivery System county can be found at

<https://dhs.saccounty.gov/BHS/Pages/SUPT/Substance-Use-Prevention-and-Treatment.aspx>

and contains information about where providers are located, the substance use disorder treatment services they provide, and other information to help you access care, including information about the cultural and language services that are available from the providers. If you have questions about providers, call your county toll-free phone number located in the front section of this handbook.



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NOTICE OF ADVERSE BENEFIT DETERMINATION

What Rights Do I Have if the Drug Medi-Cal Organized Delivery System County Denies the Services I Want or Think I Need?

If Sacramento County Drug Medi-Cal Organized Delivery System denies, limits, reduces, delays or ends services you want or believe you should get, you have the right to a Notice (called a “Notice of Adverse Benefit Determination”) from Sacramento County Drug Medi-Cal Organized Delivery System. You also have a right to disagree with the decision by asking for an appeal. The sections below discuss your right to a Notice and what to do if you disagree with your Drug Medi-Cal Organized Delivery System County’s decision.

What Is an Adverse Benefit Determination?

An Adverse Benefit Determination is defined to mean any of the following actions taken by Sacramento County Drug Medi-Cal Organized Delivery System:

1. The denial or limited authorization of a requested service, including determinations based on the type or level of service, medical necessity, appropriateness, setting, or effectiveness of a covered benefit;
2. The reduction, suspension, or termination of a previously authorized service;
3. The denial, in whole or in part, of payment for a service;



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4. The failure to provide services in a timely manner;
5. The failure to act within the required timeframes for standard resolution of grievances and appeals (If you file a grievance with Sacramento County Drug Medi-Cal Organized Delivery System and Sacramento County Drug Medi-Cal Organized Delivery System does not get back to you with a written decision on your grievance within 90 days. If you file an appeal with the Sacramento County Drug Medi-Cal Organized Delivery System and Sacramento County Drug Medi-Cal Organized Delivery System does not get back to you with a written decision on your appeal within 30 days, or if you filed an expedited appeal, and did not receive a response within 72 hours.); or
6. The denial of a beneficiary's request to dispute financial liability.

What Is a Notice of Adverse Benefit Determination?

A Notice of Adverse Benefit Determination is a letter that Sacramento County Drug Medi-Cal Organized Delivery System will send you if it makes a decision to deny, limit, reduce, delay, or end services you and your provider believe you should get. This includes a denial of payment for a service, a denial based on claiming the services are not covered, or a denial that the service is for the wrong delivery system, or a denial of a request to dispute financial liability. A Notice of Adverse Benefit Determination is also used to tell you if your grievance, appeal, or expedited appeal was not resolved in time, or if you didn't get services within the Drug Medi-Cal Organized Delivery System



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county's timeline standards for providing services. You have a right to receive a written Notice of Adverse Benefit Determination.

Timing of the Notice

The Plan must mail the notice to the beneficiary at least 10 days before the date of action for termination, suspension, or reduction of a previously authorized Sacramento County Drug Medi-Cal Organized Delivery System service. The plan must also mail the notice to the beneficiary within two business days of the decision for denial of payment or for decisions resulting in denial, delay, or modification of all or part of the requested Drug Medi-Cal Organized Delivery System services. If you get a Notice of Adverse Benefit Determination after you have already received the service you do not have to pay for the service.

Will I Always Get A Notice Of Adverse Benefit Determination When I Don't Get The Services I Want?

Yes, you should receive a Notice of Adverse Benefit Determination. However, if you do not receive a notice, you may file an appeal with Sacramento County Drug Medi-Cal Organized Delivery System or if you have completed the appeal process, you can request a State Hearing. When you make contact with your county, indicate you experienced an adverse benefit determination but do not receive notice. Information on how to file an appeal or request a State Hearing is included in this handbook. Information should also be available in your provider's office.



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What Will The Notice Of Adverse Benefit Determination Tell Me?

The Notice of Adverse Benefit Determination will tell you:

- What Sacramento County Drug Medi-Cal Organized Delivery System did that affects you and your ability to get services.
- The effective date of the decision and the reason the plan made its decision.
- The state or federal rules Sacramento County Drug Medi-Cal Organized Delivery System was following when it made the decision.
- What your rights are if you do not agree with what the plan did.
- How to file an appeal with the plan.
- How to request a State Hearing.
- How to request an expedited appeal or an expedited State Hearing.
- How to get help filing an appeal or requesting a State Hearing.
- How long you have to file an appeal or request a State Hearing.
- Your rights to continue to receive services while you wait for an Appeal or State Hearing decision, how to request for continuation of these services, and whether the costs of these services will be covered by Medi-Cal.
- When you have to file your Appeal or State Hearing request if you want the services to continue.



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What Should I Do When I Get A Notice Of Adverse Benefit Determination?

When you get a Notice of Adverse Benefit Determination, you should read all the information on the notice carefully. If you don't understand the notice, your Drug Medi- Cal Organized Delivery System county can help you. You may also ask another person to help you.

You can request a continuation of the service that has been discontinued when you submit an appeal or request for a State Hearing. **You must request the continuation of services no later than 10 calendar days after the date the Notice of Adverse Benefit Determination was post-marked or personally given to you, or before the effective date of the change.**



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PROBLEM RESOLUTION PROCESSES

What If I Don't Get The Services I Want From My County Drug Medi-Cal Organized Delivery System Plan?

Sacramento County Drug Medi-Cal Organized Delivery System has a way for you to work out a problem about any issue related to the substance use disorder treatment services you are receiving. This is called the problem resolution process and it could involve the following processes.

1. **The Grievance Process** – an expression of unhappiness about anything regarding your substance use disorder treatment services, other than an Adverse Benefit Determination.
2. **The Appeal Process** – review of a decision (denial, termination, or reduction of services) that was made about your substance use disorder treatment services by Sacramento County Drug Medi-Cal Organized Delivery System or your provider.
3. **The State Hearing Process** – review to make sure you receive the substance use disorder treatment services which you are entitled to under the Medi-Cal program.

Filing a grievance or appeal, or requesting a State Hearing will not count against you and will not impact the services you are receiving. When your grievance or appeal is complete, Sacramento County Drug Medi-Cal Organized Delivery System will notify you and others involved of the final outcome. When



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your State Hearing is complete, the State Hearing Office will notify you and the provider of the final outcome.

Learn more about each problem resolution process below.

Can I Get Help To File An Appeal, Grievance Or State Hearing?

Sacramento County Drug Medi-Cal Organized Delivery System will have people available to explain these processes to you and to help you report a problem either as a grievance, an appeal, or request for a State Hearing. They may also help you decide if you qualify for what's called an 'expedited' process, which means it will be reviewed more quickly because your health or stability is at risk. You may also authorize another person to act on your behalf, including your substance use disorder treatment provider or advocate. Sacramento County Drug Medi-Cal Organized Delivery System must give you any reasonable assistance in completing forms and other procedural steps related to a grievance or appeal. This includes, but is not limited to, providing interpreter services and toll-free numbers with TTY/TDD and interpreter capability. If you would like help, call 916-875-6069 or toll free 1-888-881-4881 for assistance.

What If I Need Help To Solve A Problem With My Drug Medi-Cal Organized Delivery System County Plan But Don't Want To File A Grievance Or Appeal?

You can get help from the State if you are having trouble finding



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the right people at the county to help you find your way through the system.

You may contact the Department of Health Care Services, Office of the Ombudsman, Monday through Friday, 8 a.m. to 5 p.m. (excluding holidays), by phone at **888-452- 8609** or by e-mail at MMCDOmbudsmanOffice@dhcs.ca.gov.

Please note: E-mail messages are not considered confidential. You should not include personal information in an e-mail message.

You may get free legal help at your local legal aid office or other groups. You can ask about your hearing rights or free legal aid from the Public Inquiry and Response Unit:

Call Toll-Free: 1-800-952-5253

If you are deaf and use TDD, call: **1-800-952-8349**



Call Sacramento County Drug Medi-Cal Organized Delivery System at 1-916-874-9754 8:00 AM-5:00 PM and after hours toll-free at 1-888-881-4881 or visit online at www.dhs.saccounty.gov. Sacramento County Drug Medi-Cal Organized Delivery System is available 24/7.

THE GRIEVANCE PROCESS

What Is A Grievance?

A grievance is an expression of unhappiness about anything regarding your substance use disorder treatment services that are not one of the problems covered by the appeal and State Hearing processes.

The grievance process will:

- Involve simple, and easily understood procedures that allow you to present your grievance orally or in writing.
- Not count against you or your provider in any way.
- Allow you to authorize another person to act on your behalf, including a provider or advocate. If you authorize another person to act on your behalf, Sacramento County Drug Medi-Cal Organized Delivery System might ask you to sign a form authorizing the plan to release information to that person.
- Ensure that the individuals making the decisions are qualified to do so and not involved in any previous levels of review or decision-making.
- Identify the roles and responsibilities of you, Sacramento County Drug Medi-Cal Organized Delivery System and your provider.
- Provide resolution for the grievance in the required timeframes.

When Can I File A Grievance?



Call Sacramento County Drug Medi-Cal Organized Delivery System at 1-916-874-9754 8:00 AM-5:00 PM and after hours toll-free at 1-888-881-4881 or visit online at www.dhs.saccounty.gov. Sacramento County Drug Medi-Cal Organized Delivery System is available 24/7.

You can file a grievance with Sacramento County Drug Medi-Cal Organized Delivery System at any time if you are unhappy with the substance use disorder treatment services you are receiving from the Sacramento County Drug Medi-Cal Organized Delivery System or have another concern regarding the Sacramento County Drug Medi-Cal Organized Delivery System.

How Can I File A Grievance?

You may call Sacramento County Drug Medi-Cal Organized Delivery System at 1-888-881-4881, 1-916-875-6069, or 711 for TDD to get help with a grievance. The Sacramento County Drug Medi-Cal Organized Delivery System will provide self-addressed envelopes at all the providers' sites for you to mail in your grievance. Grievances can be filed orally or in writing. Oral grievances do not have to be followed up in writing.

How Do I Know If The County Plan Received My Grievance?

Sacramento County Drug Medi-Cal Organized Delivery System will let you know that it received your grievance by sending you a written confirmation.

When Will My Grievance Be Decided?

Sacramento County Drug Medi-Cal Organized Delivery System must make a decision about your grievance within 90 calendar days from the date you filed your grievance.



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Timeframes may be extended by up to 14 calendar days if you request an extension, or if Sacramento County Drug Medi-Cal Organized Delivery System believes that there is a need for additional information and that the delay is for your benefit. An example of when a delay might be for your benefit is when the county believes it might be able to resolve your grievance if Sacramento County Drug Medi-Cal Organized Delivery System had a little more time to get information from you or other people involved.

How Do I Know If The Drug Medi-Cal Organized Delivery System County Has Made A Decision About My Grievance?

When a decision has been made regarding your grievance, the Sacramento County Drug Medi-Cal Organized Delivery System will notify you or your representative in writing of the decision. If Sacramento County Drug Medi-Cal Organized Delivery System fails to notify you or any affected parties of the grievance decision on time, then Sacramento County Drug Medi-Cal Organized Delivery System will provide you with a Notice of Adverse Benefit Determination advising you of your right to request a State Hearing. Sacramento County Drug Medi-Cal Organized Delivery System is required to provide you with a Notice of Adverse Benefit Determination on the date the timeframe expires.

Is There A Deadline To File A Grievance?



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You may file a grievance at any time.



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THE APPEAL PROCESS (STANDARD AND EXPEDITED)

Sacramento County Drug Medi-Cal Organized Delivery System is responsible for allowing you to challenge a decision that was made about your substance use disorder treatment services by the plan or your providers that you do not agree with. There are two ways you can request a review. One way is using the standard appeals process. The second way is by using the expedited appeals process. These two types of appeals are similar; however, there are specific requirements to qualify for an expedited appeal. The specific requirements are explained below.

What Is a Standard Appeal?

A standard appeal is a request for review of a problem you have with the plan or your provider that involves a denial or changes to services you think you need. If you request a standard appeal, the Sacramento County Drug Medi-Cal Organized Delivery System may take up to 30 calendar days to review it. If you think waiting 30 calendar days will put your health at risk, you should ask for an 'expedited appeal.'

The standard appeals process will:

- Allow you to file an appeal in person, on the phone, or in writing.
- Ensure filing an appeal will not count against you or your provider in any way.
- Allow you to authorize another person to act on your behalf,



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including a provider. If you authorize another person to act on your behalf, the plan might ask you to sign a form authorizing the plan to release information to that person.

- Have your benefits continued upon request for an appeal within the required timeframe, which is 10 calendar days from the date your Notice of Adverse Benefit Determination was post-marked or personally given to you. You do not have to pay for continued services while the appeal is pending. If you do request continuation of the benefit, and the final decision of the appeal confirms the decision to reduce or discontinue the service you are receiving, you may be required to pay the cost of services furnished while the appeal was pending.
- Ensure that the individuals making the decisions are qualified to do so and not involved in any previous level of review or decision-making.
- Allow you or your representative to examine your case file, including your medical record, and any other documents or records considered during the appeal process, before and during the appeal process.
- Allow you to have a reasonable opportunity to present evidence and allegations of fact or law, in person or in writing.
- Allow you, your representative, or the legal representative of a deceased beneficiary's estate to be included as parties to the appeal.
- Let you know your appeal is being reviewed by sending you written confirmation.
- Inform you of your right to request a State Hearing,



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following the completion of the appeal process.

When Can I File an Appeal?

You can file an appeal with Sacramento County Drug Medi-Cal Organized Delivery System:

- If your county or one of the county contracted providers decides that you do not qualify to receive any Medi-Cal substance use disorder treatment services because you do not meet the medical necessity criteria.
- If your provider thinks you need a substance use disorder treatment service and asks the county for approval, but the county does not agree and denies your provider's request, or changes the type or frequency of service.
- If your provider has asked Sacramento County Drug Medi-Cal Organized Delivery System for approval, but the county needs more information to make a decision and doesn't complete the approval process on time.
- If Sacramento County Drug Medi-Cal Organized Delivery System doesn't provide services to you based on the timelines the Drug Medi-Cal Organized Delivery System county has set up.
- If you don't think Sacramento County Drug Medi-Cal Organized Delivery System is providing services soon enough to meet your needs.
- If your grievance, appeal or expedited appeal wasn't resolved in time.
- If you and your provider do not agree on the substance use



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disorder services you need.

How Can I File an Appeal?

You may call your Drug Medi-Cal Organized Delivery System county's toll-free phone number to get help with filing an appeal. The county will provide self-addressed envelopes at all provider sites for you to mail in your appeal. Appeals can be filed orally or in writing.

How Do I Know If My Appeal Has Been Decided?

Sacramento County Drug Medi-Cal Organized Delivery System will notify you or your representative in writing about their decision for your appeal. The notification will have the following information:

- The results of the appeal resolution process.
- The date the appeal decision was made.
- If the appeal is not resolved wholly in your favor, the notice will also contain information regarding your right to a State Hearing and the procedure for filing a State Hearing.

Is There A Deadline To File An Appeal?

You must file an appeal within 60 calendar days of the date on the Notice of Adverse Benefit Determination. Keep in mind that you will not always get a Notice of Adverse Benefit Determination. There are no deadlines for filing an appeal when



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you do not get a Notice of Adverse Benefit Determination; so you may file this type of appeal at any time.

When Will A Decision Be Made About My Appeal?

Sacramento County Drug Medi-Cal Organized Delivery System must decide on your appeal within 30 calendar days from when the Drug Medi-Cal Organized Delivery System county receives your request for the appeal. Timeframes may be extended by up to 14 calendar days if you request an extension, or if the Drug Medi-Cal Organized Delivery System county believes that there is a need for additional information and that the delay is for your benefit. An example of when a delay is for your benefit is when the county believes it might be able to approve your appeal if the Sacramento County Drug Medi-Cal Organized Delivery System had a little more time to get information from you or your provider.

What If I Can't Wait 30 Days For My Appeal Decision?

The appeal process may be faster if it qualifies for the expedited appeals process.

What Is An Expedited Appeal?

An expedited appeal is a faster way to decide an appeal. The expedited appeals process follows a similar process to the standard appeals process. However,

- Your appeal must meet certain requirements.



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- The expedited appeals process also follows different deadlines than the standard appeals.
- You can make a verbal request for an expedited appeal. You do not have to put your expedited appeal request in writing.

When Can I File An Expedited Appeal?

If you think that waiting up to 30 calendar days for a standard appeal decision will jeopardize your life, health or ability to attain, maintain or regain maximum function, you may request an expedited resolution of an appeal. If the Sacramento County Drug Medi-Cal Organized Delivery System agrees that your appeal meets the requirements for an expedited appeal, your county will resolve your expedited appeal within 72 hours after the Sacramento County Drug Medi-Cal Organized Delivery System receives the appeal.

Timeframes may be extended by up to 14 calendar days if you request an extension, or if the Sacramento County Drug Medi-Cal Organized Delivery System shows that there is a need for additional information and that the delay is in your interest. If your Sacramento County Drug Medi-Cal Organized Delivery System extends the timeframes, the plan will give you a written explanation as to why the timeframes were extended.

If the Sacramento County Drug Medi-Cal Organized Delivery System decides that your appeal does not qualify for an expedited appeal, the Sacramento County Drug Medi-Cal



Call Sacramento County Drug Medi-Cal Organized Delivery System at 1-916-874-9754 8:00 AM-5:00 PM and after hours toll-free at 1-888-881-4881 or visit online at www.dhs.saccounty.gov. Sacramento County Drug Medi-Cal Organized Delivery System is available 24/7.

Organized Delivery System must make reasonable efforts to give you prompt oral notice and will notify you in writing within 2 calendar days giving you the reason for the decision. Your appeal will then follow the standard appeal timeframes outlined earlier in this section. If you disagree with the county's decision that your appeal doesn't meet the expedited appeal criteria, you may file a grievance.

Once your Sacramento County Drug Medi-Cal Organized Delivery System resolves your expedited appeal, the plan will notify you and all affected parties orally and in writing.



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THE STATE HEARING PROCESS

What Is A State Hearing?

A State Hearing is an independent review conducted by the California Department of Social Services to ensure you receive the substance use disorder treatment services to which you are entitled under the Medi-Cal program. You may also visit the California Department of Social Services at <https://www.cdss.ca.gov/hearing-requests> for additional resources.

What Are My State Hearing Rights?

You have the right to:

- Have a hearing before the California Department of Social Services (also called a State Hearing).
- Be told about how to ask for a State Hearing.
- Be told about the rules that govern representation at the State Hearing.
- Have your benefits continued upon your request during the State Hearing process if you ask for a State Hearing within the required timeframes.

When Can I File For A State Hearing?

You can file for a State Hearing:

- If you have completed the Drug Medi-Cal Organized



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Delivery System county's appeal process.

- If your county or one of the county contracted providers decides that you do not qualify to receive any Medi-Cal substance use disorder treatment services because you do not meet the medical necessity criteria.
- If your provider thinks you need a substance use disorder treatment service and asks the Sacramento County Drug Medi-Cal Organized Delivery System for approval, but the Sacramento County Drug Medi-Cal Organized Delivery System does not agree and denies your provider's request, or changes the type or frequency of service.
- If your provider has asked the Sacramento County Drug Medi-Cal Organized Delivery System for approval, but the county needs more information to make a decision and doesn't complete the approval process on time.
- If Sacramento County Drug Medi-Cal Organized Delivery System doesn't provide services to you based on the timelines the county has set up.
- If you don't think the Sacramento County Drug Medi-Cal Organized Delivery System is providing services soon enough to meet your needs.
- If your grievance, appeal or expedited appeal wasn't resolved in time.
- If you and your provider do not agree on the substance use disorder treatment services you need.
- If your grievance, appeal, or expedited appeal wasn't resolved in time.



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How Do I Request A State Fair Hearing?

You can request a State Fair Hearing:

- Online at: <https://acms.dss.ca.gov/acms/login.request.do>
- In Writing: Submit your request to the county welfare department at the address shown on the Notice of Adverse Benefit Determination, or by fax or mail to:

California Department of Social Services State Hearings
Division

P.O. Box 944243, Mail Station 9-
17-37 Sacramento, CA 94244-
2430

Or by Fax to **916-651-5210** or **916-651-2789**.

You can also request a State Hearing or an expedited State Hearing:

- By phone: Call the State Hearings Division, toll-free, at **800-743-8525** or **855-795-0634**, or call the Public Inquiry and Response line, toll-free, at **800-952-5253** or TDD at **800-952-8349**.

Is There A Deadline For Filing For A State Hearing?

You only have 120 calendar days to ask for a State Hearing. The 120 days start either the day after the Sacramento County Drug Medi-Cal Organized Delivery System personally gave you its appeal decision notice or the day after the postmark date of the



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county appeal decision notice.

If you didn't receive a Notice of Adverse Benefit Determination, you may file for a State Fair Hearing at any time.

Can I Continue Services While I'm Waiting For A State Fair Hearing Decision?

Yes, if you are currently receiving treatment and you want to continue your treatment while you appeal, you must ask for a State Hearing within 10 days from the date the appeal decision notice was postmarked or delivered to you OR before the date Sacramento County Drug Medi-Cal Organized Delivery System says services will be stopped or reduced. When you ask for a State Hearing, you must say that you want to keep receiving your treatment. Additionally, you will not have to pay for services received while the State Hearing is pending.

If you do request continuation of the benefit, and the final decision of the State Hearing confirms the decision to reduce or discontinue the service you are receiving, you may be required to pay the cost of services furnished while the state hearing was pending.

When Will a Decision Be Made About My State Hearing Decision?

After you ask for a State Hearing, it could take up to 90 days to decide your case and send you an answer.



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Can I get a State Hearing More Quickly?

If you think waiting that long will be harmful to your health, you might be able to get an answer within three working days. Ask your doctor or other provider to write a letter for you. You can also write a letter yourself. The letter must explain in detail how waiting for up to 90 days for your case to be decided will seriously harm your life, your health, or your ability to attain, maintain, or regain maximum function. Then, make sure you ask for an “expedited hearing” and provide the letter with your request for a hearing.

You may ask for an expedited (quicker) State Fair Hearing if you think the normal 90 calendar day time frame will cause serious problems with your health, including problems with your ability to gain, maintain, or regain important life functions. The Department of Social Services, State Hearings Division, will review your request for an expedited State Hearing and decide if it qualifies. If your expedited hearing request is approved, a hearing will be held and a hearing decision will be issued within 3 working days of the date your request is received by the State Hearings Division.



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IMPORTANT INFORMATION ABOUT THE STATE OF CALIFORNIA MEDI-CAL PROGRAM

Who Can Get Medi-Cal?

You may qualify for Medi-Cal if you are in one of these groups:

- 65 years old, or older
- Under 21 years of age
- An adult, between 21 and 65 based on income eligibility
- Blind or disabled
- Pregnant
- Certain refugees, or Cuban/Haitian immigrants
- Receiving care in a nursing home
- Individuals under the age of 26, or over the age of 50 regardless of immigration status

You must be living in California to qualify for Medi-Cal. Call or visit your local county social services office to ask for a Medi-Cal application, or get one on the Internet at

<https://www.dhcs.ca.gov/services/med-cal/Pages/ApplyforMedi-Cal.aspx>.

Do I Have To Pay For Medi-Cal?

You may have to pay for Medi-Cal depending on the amount of money you get or earn each month.

- If your income is less than Medi-Cal limits for your family



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size, you will not have to pay for Medi-Cal services.

- If your income is more than Medi-Cal limits for your family size, you will have to pay some money for your medical or substance use disorder treatment services. The amount that you pay is called your 'share of cost.' Once you have paid your 'share of cost,' Medi-Cal will pay the rest of your covered medical bills for that month. In the months that you don't have medical expenses, you don't have to pay anything.
- You may have to pay a 'co-payment' for any treatment under Medi-Cal. This means you pay an out of pocket amount each time you get a medical or substance use disorder treatment service or a prescribed drug (medicine) and a co-payment if you go to a hospital emergency room for your regular services.

Your provider will tell you if you need to make a co-payment.

Is Transportation Available?

If you have trouble getting to your medical appointments or drug and alcohol treatment appointments, the Medi-Cal program can help you find transportation.

Non-emergency transportation and non-medical transportation may be provided for Medi-Cal beneficiaries who are unable to provide transportation on their own and who have a medical necessity to receive certain Medi-Cal covered services. If you need assistance with transportation, contact your managed care



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plan for information and assistance.

If you have Medi-Cal but are not enrolled in a managed care plan and you need non-medical transportation, you can contact Sacramento County Drug Medi-Cal Organized Delivery System for assistance. When you contact the transportation company, they will ask for information about your appointment date and time. If you need non-emergency medical transportation, your provider can prescribe non-emergency medical transportation and put you in touch with a transportation provider to coordinate your ride to and from your appointment(s).

Additional County Specific Information

How Can I Apply for Medi-Cal?

You can apply for Medi-Cal at any time of the year. You may choose one of the following ways to apply. Specific addresses and lines of contact for each of the options can be found at <http://www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx>.

- **By Mail:** Apply for Medi-Cal with a Single Streamlined Application, provided in English and other languages at <https://www.dhcs.ca.gov/services/medi-cal/eligibility/Pages/SingleStreamApps.aspx>. Send completed applications to your local county office:

Sacramento County Department of Human Assistance



Call Sacramento County Drug Medi-Cal Organized Delivery System at 1-916-874-9754 8:00 AM-5:00 PM and after hours toll-free at 1-888-881-4881 or visit online at www.dhs.saccounty.gov. Sacramento County Drug Medi-Cal Organized Delivery System is available 24/7.

locations:Downtown Office1725 28th Street

Sacramento, CA 95816

Hours: Monday – Friday 8:00 AM – 4:00 PM

Fulton Office

2700 Fulton Avenue

Sacramento, CA 95821

Hours: Monday – Friday 8:00 AM – 4:00 PM

South Area Office

2450 Florin Road

Sacramento, CA 95822

Hours: Monday – Friday 8:00 AM – 4:00 PM

North Area (Research)

3960 Research Drive

Sacramento, CA 95838

Hours: Monday – Friday 8:00 AM – 4:00 PM

North Area (North Highlands)

5747 Watt Avenue

North Highlands, CA 95660

Hours: Monday – Friday 8:00 AM – 4:00 PM

Galt Office

210 North Lincoln Way



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Galt, CA 95632

Hours: Monday – Friday 8:00 AM – 4:00 PM

- By Phone: To apply over the phone, call your local county office at 916-874-3100 or 209-745-3484, for the Galt office.
- In-Person: To apply in person, find your local county office at the local address listed above. Here, you can get help completing your application. Alternatively, if you reside in a different county, consult the website linked above.
- Online: Apply online at <https://www.Mybenefitscalwin.org>. Applications are securely transferred directly to your local county social services office, since Medi-Cal is provided at the county level.

If you need help applying, or have questions, you can contact a trained Certified Enrollment Counselor (CEC) for free. Call **1-800-300-1506**, or search for a local CEC at <https://apply.coveredca.com/hix/broker/search>.

If you still have questions about the Medi-Cal program, you can learn more at <http://www.dhcs.ca.gov/individuals/Pages/Steps-to-Medi-Cal.aspx>.



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ADVANCE DIRECTIVE

What is an Advance Directive?

You have the right to have an advance directive. An advance directive is written instruction about your health care that is recognized under California law. It includes information that states how you would like health care provided or says what decisions you would like to be made, if or when you are unable to speak for yourself. You may sometimes hear an advance directive described as a living will or durable power of attorney.

California law defines an advance directive as either an oral or written individual health care instruction or a power of attorney (a written document giving someone permission to make decisions for you). All Drug Medi-Cal Organized Delivery System counties are required to have advance directive policies in place.

Sacramento County Drug Medi-Cal Organized Delivery System is required to provide written information on the Sacramento County Drug Medi-Cal Organized Delivery System' advance directive policies and an explanation of state law, if asked for the information. If you would like to request the information, you should call Sacramento County Drug Medi-Cal Organized Delivery System for more information.

An advance directive is designed to allow people to have control over their own treatment, especially when they are unable to provide instructions about their own care. It is a legal document that allows people to say, in advance, what their wishes would



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be, if they become unable to make health care decisions. This may include such things as the right to accept or refuse medical treatment, surgery, or make other health care choices. In California, an advance directive consists of two parts:

- Your appointment of an agent (a person) making decisions about your healthcare; and
- Your individual health care instructions

You may get a form for an advance directive from Sacramento County Drug Medi-Cal Organized Delivery System or online. In California, you have the right to provide advance directive instructions to all of your health care providers. You also have the right to change or cancel your advance directive at any time.

If you have a question about California law regarding advance directive requirements, you may send a letter to:

California Department of
Justice
Attn: Public Inquiry Unit,
P. O. Box 944255
Sacramento, CA 94244-2550



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BENEFICIARY RIGHTS AND RESPONSIBILITIES

What Are My Rights As A Recipient Of Drug Medi-Cal Organized Delivery Services?

As a person eligible for Medi-Cal and residing in a Drug Medi-Cal Organized Delivery System county, you have a right to receive medically necessary substance use disorder treatment services from the Sacramento County Drug Medi-Cal Organized Delivery System. You have the right to:

- Be treated with respect, giving due consideration to your right to privacy and the need to maintain the confidentiality of your medical information.
- Receive information on available treatment options and alternatives, presented in a manner appropriate to the Beneficiary's condition and ability to understand.
- Participate in decisions regarding your substance use disorder care, including the right to refuse treatment.
- Receive timely access to care, including services available 24 hours a day, 7 days a week, when medically necessary to treat an emergency condition or an urgent or crisis condition.
- Receive the information in this handbook about the substance use disorder treatment services covered by the Sacramento County Drug Medi-Cal Organized Delivery System, other obligations of the Sacramento County Drug Medi-Cal Organized Delivery System, and your rights as



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described here.

- Have your confidential health information protected.
- Request and receive a copy of your medical records, and request that they be amended or corrected as needed.
- Receive written materials in alternative formats (including Braille, large-size print, and audio format) upon request and in a timely fashion appropriate for the format being requested.
- Receive written materials in the languages used by at least five percent or 3,000 of Sacramento County Drug Medi-Cal Organized Delivery System beneficiaries, whichever is less.
- Receive oral interpretation services for your preferred language.
- Receive substance use disorder treatment services from Sacramento County Drug Medi-Cal Organized Delivery System that follows the requirements of its contract with the State in the areas of availability of services, assurances of adequate capacity and services, coordination and continuity of care, and coverage and authorization of services.
- Access Minor Consent Services, if you are a minor.
- Access medically necessary services out-of-network in a timely manner, if the plan doesn't have an employee or contract provider who can deliver the services. "Out-of-network provider" means a provider who is not on the Sacramento County Drug Medi-Cal Organized Delivery System's list of providers. The county must make sure you don't pay anything extra for seeing an out-of-network provider. You can contact beneficiary services at 1-888-881-4881 for information on how to receive services from an out-of-network provider.



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- Request a second opinion from a qualified health care professional within the county network, or one outside the network, at no additional cost to you.
- File grievances, either verbally or in writing, about the organization or the care received.
- Request an appeal, either verbally or in writing, upon receipt of a notice of Adverse Benefit Determination, including information on the circumstances under which an expedited appeal is possible.
- Request a State Medi-Cal fair hearing, including information on the circumstances under which an expedited State Hearing is possible.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation.
- Be free from discrimination to exercise these rights without adversely affecting how you are treated by Sacramento County Drug Medi-Cal Organized Delivery System, providers, or the State.

What Are My Responsibilities As A Recipient Of Drug Medi-Cal Organized Delivery Services?

As a recipient of Drug Medi-Cal Organized Delivery Services, it is your responsibility to:

- Carefully read the beneficiary informing materials that you have received from Sacramento County Drug Medi-Cal Organized Delivery System. These materials will help you understand which services are available and how to get



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treatment if you need it.

- Attend your treatment as scheduled. You will have the best result if you collaborate with your provider throughout your treatment. If you do need to miss an appointment, call your provider at least 24 hours in advance and reschedule for another day and time.
- Always carry your Medi-Cal (Sacramento County Drug Medi-Cal Organized Delivery System,) ID card and a photo ID when you attend treatment.
- Let your provider know if you need an interpreter before your appointment.
- Tell your provider all your medical concerns. The more complete information that you share about your needs, the more successful your treatment will be.
- Make sure to ask your provider any questions that you have. It is very important you completely understand the information that you receive during treatment.
- Be willing to build a strong working relationship with the provider that is treating you.
- Contact Sacramento County Drug Medi-Cal Organized Delivery System, if you have any questions about your services or if you have any problems with your provider that you are unable to resolve.
- Tell your provider and the Sacramento County Drug Medi-Cal Organized Delivery System, if you have any changes to your personal information. This includes address, phone number, and any other medical information that can affect your ability to participate in treatment.
- Treat the staff who provide your treatment with respect and



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courtesy.

- If you suspect fraud or wrongdoing, report it:
 - The Department of Health Care Services asks that anyone suspecting Medi-Cal fraud, waste, or abuse to call the DHCS Medi-Cal Fraud Hotline at **1-800-822-6222**. If you feel this is an emergency, please call **911** for immediate assistance. The call is free, and the caller may remain anonymous.
 - You may also report suspected fraud or abuse by e-mail to fraud@dhcs.ca.gov or use the online form at <http://www.dhcs.ca.gov/individuals/Pages/StopMedi-CalFraud.aspx>.
 - In addition to reporting to DHCS, please also alert Sacramento County Department of Health Services, Division of Behavioral Health Compliance at QMInformation@SacCounty.gov or [Fraud Hotline \(saccounty.gov\)](http://saccounty.gov).

TRANSITION OF CARE REQUEST

When can I request to keep my previous and current out-of-network provider?

- After joining the Sacramento County Drug Medi-Cal Organized Delivery System, you may request to keep your out-of-network provider if:
 - Moving to a new provider would result in a serious detriment to your health or would increase your risk of



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- hospitalization or institutionalization; and
- You were receiving treatment from the out-of-network provider prior to the date of your transition to the Sacramento County Drug Medi-Cal Organized Delivery System.

How do I request to keep my out-of-network provider?

- You, your authorized representatives, or your current provider, may submit a request in writing to the Sacramento County Drug Medi-Cal Organized Delivery System. You can also contact beneficiary services at 1-916-874-9754 8:00 AM-5:00 PM and after hours toll-free at 1-888-881-4881 for information on how to request services from an out-of-network provider.
- Sacramento County Drug Medi-Cal Organized Delivery System will send written acknowledgment of receipt of your request and begin to process your request within three (3) working days.

What if I continued to see my out-of-network provider after transitioning to the Sacramento County Drug Medi-Cal Organized Delivery System?

- You may request a retroactive transition of care request within thirty (30) calendar days of receiving services from an out-of-network provider.

Why would Sacramento County Drug Medi-Cal



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Organized Delivery System deny my transition of care request?

- Sacramento County Drug Medi-Cal Organized Delivery System may deny your request to retain your previous, and now out-of-network, provider, if:
 - The Sacramento County Drug Medi-Cal Organized Delivery System has documented quality of care issues with the provider.

What happens if my transition of care request is denied?

- If the Sacramento County Drug Medi-Cal Organized Delivery System denies your transition of care it will:
 - Notify you in writing;
 - Offer you at least one in-network alternative provider that offers the same level of services as the out-of-network provider; and
 - Inform you of your right to file a grievance if you disagree with the denial.
- If the Sacramento County Drug Medi-Cal Organized Delivery System offers you multiple in-network provider alternatives and you do not make a choice, then the Drug Medi-Cal Organized Delivery System county will refer or assign you to an in-network provider and notify you of that referral or assignment in writing.



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What happens if my transition of care request is approved?

- Within seven (7) days of approving your transition of care request the Sacramento County Drug Medi-Cal Organized Delivery System will provide you with:
 - The request approval;
 - The duration of the transition of care arrangement;
 - The process that will occur to transition your care at the end of the continuity of care period; and
 - Your right to choose a different provider from the Drug Medi-Cal Organized Delivery System county's provider network at anytime.

How quickly will my transition of care request be processed?

- The Sacramento County Drug Medi-Cal Organized Delivery System will complete its review of your transition of care request within thirty (30) calendar days from the date the Sacramento County Drug Medi-Cal Organized Delivery System received your request.

What happens at the end of my transition of care period?

- The Sacramento County Drug Medi-Cal Organized Delivery System will notify you in writing thirty (30) calendar days before the end of the transition of care period about the process that will occur to transition your care to an in-network provider at the end of your transition of care period.



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