

County of
Mono

BENEFICIARY HANDBOOK

Medi-Cal Mental Health Services





If you are having an emergency, please call 9-1-1 or visit the nearest hospital emergency room.

If you would like additional information to help you decide if this is an emergency, please see the information in the State of California section on page 6 in this booklet.



Important Telephone Numbers

Emergency 911
Mono County Mental Health Plan (available 24-hours)
Toll-Free (800) 687-1101
TTY/TDD..... 711
Patient's Rights Advocate (760) 924-1770
Grievances (760) 924-1740
Suicide Prevention Hotline (800) 273- 8255



How to Get a Provider Directory:

You may ask for, and your Mental Health Plan (MHP) should give to you, a directory of people, clinics and hospitals where you can get mental health services in your area. This is called a 'provider directory' and it contains names, phone numbers and addresses of doctors, therapists, hospitals and other places where you may be able to get help. You may need to contact your MHP first, before you seek help. Call your MHP's 24-hour toll-free number above to request a provider directory and to ask if you need to contact the MHP before going to a service provider's office, clinic or hospital for help.



In What Other Languages and Formats are These Materials Available?

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

If you would like a copy of a large font handbook, a handbook in Spanish or in audio, please let the receptionist know.

Welcome to Medi-Cal Mental Health Services

Why Did I Get This Handbook And Why Is It Important?

You are getting this handbook because you are eligible for Medi-Cal and need to know about the mental health services that Mono County offers and how to get these services if you need them.

If you are now getting services from Mono County, this handbook just tells you more about how things work. This handbook tells you about mental health services, but does not change the services you are getting. You may want to keep this handbook so you can read it again.

If you are not getting services right now, you may want to keep this handbook in case you or someone you know, needs to know about mental health services in the future.

If you have trouble with this handbook, please call the MHP anytime at (800) 687-1101 to ask for help or find out about other ways you can get this important information. For TTY/TDD: 711

What Is A Mental Health Emergency?

An emergency is a serious mental or emotional problem such as:
When a person is a danger to himself, herself, or others because of what seems like a mental illness, or

When a person cannot get or use the food, shelter, or clothing they need because of what seems like a mental illness.

In an emergency, please call 9-1-1 or take the person to a hospital emergency room.

How Do I Use This Handbook?

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

This handbook has two sections. The first section tells you how to get help from the Mono County MHP and how it works.

The second section is from the State of California and gives you more general information about specialty mental health services. It tells you how to get other services, how to resolve problems, and what your rights are under the program.

This handbook also tells you how to get information about the doctors, clinics and hospitals that the Mono County MHP uses to provide services and where they are located.

What is My County's Mental Health Plan (MHP)?

Mental health services are available to people on Medi-Cal, including children, young people, adults and older adults in Mono County.

Sometimes these services are available through your regular doctor. Sometimes they are provided by a specialist, called 'specialty' mental health services. These specialty services are provided through the Mono County "Mental Health Plan" or MHP, which is separate from your regular doctor. The Mono County MHP operates under rules set by the State of California and the federal government. Each county in California has its own MHP.

If you feel you have a mental health problem, you may contact the Mono County MHP directly at **(800) 687-1101**. This is a toll-free telephone number that is available 24-hours a day, seven days a week. Verbal and oral interpretation of your rights, benefits and treatments is available at no cost in your preferred language. You do not need to see your regular doctor first or get permission or a referral before you call. **For TTY/TDD: 711**

If you believe you would benefit from specialty mental health services and are eligible for Medi-Cal, the Mono County Mental Health Plan will help you find out if you may get mental health treatments and services. If you would like more information about specific services, please see the sections on 'Services' in the State of California section on page 9 in this handbook.

What If I Have A Problem Getting Help?

If you have a problem getting help, please call the Mono County MHP's 24-hour, toll-free phone number at **(800) 687-1101**, **TTY/TDD: 711**. You may also call **(760) 924-1770** for the Patient's Rights Advocate.

If that does not solve your problem, you may call the State of California's Ombudsman for help:

(800) 896-4042 - CA Only

711 - TTY

Email: MHombudsman@dhcs.ca.gov



You may also request a State Fair Hearing. Please see page 26 in the State of California section of this booklet for more information.

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Welcome to the Mono County Mental Health Plan



We welcome you to Mono County Mental Health Services, and to the Medi-Cal Mental Health Plan.

We provide specialty mental health services for people who live in Mono County and are eligible for Medi-Cal. Please read this handbook carefully. It contains important information you need to know.

As your mental health services plan we will:

- Get answers to your questions about mental health treatment
- Tell you what mental health services are covered by Medi-Cal
- Determine what types of mental health services you need and help you get them
- Treat you with respect
- Ensure you receive services in a safe environment
- Help you get culturally competent care

As a participant, you also have specific responsibilities:

- Give honest and complete information about your mental health needs
- Take an active part in your mental health treatment
- Keep your appointments as scheduled
- Call if you cannot keep your appointment
- Work on treatment goals with your provider



Important Telephone Numbers

Emergency	911
Mono County Mental Health Plan <i>24-hours/7days</i>	(800) 687-1101
TTY/TDD	711
Patient's Rights Advocate	(760) 924-1770

Licensed mental health staff are available 24-hours a day, 7 days a week through the 911 emergency call system in Mono County. Law enforcement will take the individual directly to the Mammoth Hospital Emergency Room where Mono County Mental Health Plan (MHP) staff performs an evaluation.

MHP staff will decide if the individual is a danger to themselves or others or is unable to meet their basic needs for food, clothing and shelter due to mental illness. If the individual needs to be hospitalized, MHP staff will get a local ambulance firm to drive the person to a contracted hospital. All of Mono County's contracted hospitals are several hours out of the county.

MHP staff will respond to crisis calls within 30 minutes by telephone. MHP staff will arrive at Mammoth Hospital as soon as is possible given weather conditions.

How Do I Know If Someone Needs Help Right Away?

Even if there is no emergency, a person with mental health problems needs help right away if one or more of these things are true:

- Hearing or seeing things others believe are not there
- Extreme and frequent thoughts of, or talking about, death
- Giving away their things
- Threatening to kill themselves (suicide)
- Wanting to hurt themselves or others

If one or more of these things is true, call 911 or the Mono County MHP at **(800) 687-1101 (24/7, toll free)**. TTY/TDD: **711**. Mental Health workers are on-call 24-hours a day 7 days a week. They are often called to Mammoth Hospital to check on a patient who may need to go to a special hospital for mental health care. If you want to hurt yourself or do harm to another person, call the Sheriff's Department and they will send someone to help.

What Specialty Mental Health Services Does Mono County Provide?



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

Adult Services:

- Case management
- Family therapy
- Mental health counseling
- Psychiatry
- State hospital
- 24/7 crisis triage countywide
- Acute inpatient services
- Medication services

Children and Youth Services:

- 24/7 crisis triage countywide
- Acute inpatient services
- Case management
- Child-specific mental health services
- Family therapy
- Mental health counseling
- Psychiatry
- State hospital
- TBS services (TBS) Therapeutic Behavioral Services
- Wraparound services
- Medication Services

The services listed above are the services that Mono County MHP thinks are most likely to help beneficiaries who need services from us. Sometimes other services may be needed. The other services that are sometimes needed are included in the list on pages 9 (adults) and 12 (children) in the State of California section of this handbook.

How Do I Get These Services?

Call toll-free (800) 687-1101, 24 hours per day, 7 days per week. Or you may come in to the clinic, Monday through Friday 8:00 AM to 5:00 PM, at 452 Old Mammoth Road, Third Floor (Sierra Center Mall), Mammoth Lakes, CA 93546 to request services.

In What Other Languages And Formats Are These Materials Available?

They are also available free of charge in Spanish, audio and **large font** formats.

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

You, your provider and the Mono County MHP are all involved in deciding what services you need to receive through the MHP, including how often you will need services and for how long.

The Mono County MHP may require your provider to ask the MHP to review the reasons the provider thinks you need a service before the services is provided. The Mono County MHP uses a qualified mental health professional to do the review. This review process is called an MHP payment authorization process.

The State requires the Mono County MHP to have an authorization process for services such as, day treatment intensive, day rehabilitation, intensive care coordination and therapeutic behavioral services (TBS). The Mono County MHP follows state rules for our MHP payment authorization process. If you would like more information on how the Mono County MHP does MHP payment authorizations or when we require your provider to request an MHP payment authorization for services, please contact the Mono County MHP **toll-free (800) 687-1101, TTY/TDD: 711**

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

If you would like additional information from Mono County Mental Health, please call us anytime **(800) 687-1101, TTY/TDD: 711** or visit our clinic at 452 Old Mammoth Road, Third Floor (Sierra Center Mall), Mammoth Lakes, CA 93546, Monday through Friday 8:00 AM to 5:00 PM, or check the Provider Directory.

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

Yes. However, please be aware that some providers might not be accepting new Medi-Cal beneficiaries. If you need additional assistance, please call us at **(800) 687-1101, TTY/TDD: 711**

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

Call the Mono County MHP at **(800) 687-1101, TTY/TDD: 711** or visit the clinic at 452 Old Mammoth Road, Third Floor (Sierra Center Mall), Mammoth Lakes, CA 93546, to request the change.

How Do I Get A “Provider Directory?”

A Provider Directory is available online. If you need another copy, please contact the Mono County MHP at **(800) 687-1101, TTY/TDD: 711** or visit our clinic at 452 Old Mammoth Road, Third Floor (Sierra Center Mall), Mammoth Lakes, CA 93546.

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

Contact Mono County Mental Health at **(800) 687-1101, TTY/TDD: 711** to get help in finding the right services. Interpreter services are available at no cost.

What If I Want To See A Doctor, Clinic Or Hospital That Is Not Listed On Mono County's "Provider Directory?"

Mono County Mental Health is the sole provider of Specialty Mental Health Services in Mono County.

Does Mono County Have Transportation I Can Use To See My Doctor, Therapist, Clinic, Or Hospital?

Mono County Mental Health will assist people with transportation on a case-by-case basis, depending on need and availability.

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

Call **(800) 687-1101, TTY/TDD: 711**. Mental Health workers are on-call 24 hours a day, 7 days week for emergency evaluation and authorization of services. They are often called to Mammoth Hospital to check on a patient who may need to go to a special hospital for mental health care. If you want to hurt yourself or do harm to another person, call Law Enforcement and they will send someone to help.

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

Mono County contracts with hospitals to provide inpatient services. Other services such as Day Treatment, Day Rehabilitation, Crisis Stabilization, Crisis Residential, Therapeutic Behavioral Services, Intensive Care Coordination, Intensive Home Based Services and Therapeutic Foster Care are arranged for by Mono County Mental Health if applicable.

What If I Need To See A Doctor For Something Other Than Mental Health Treatment? How Are People Referred To Medi-Cal Services Other Than Mental Health Care In Mono County?

You will be assessed for specialty mental health services, and if you do not meet medical necessity based on the state standards, you will be provided with appropriate resources or referrals to other agencies or providers.

Who Is Mono County's Patient's Right Advocate, What Do They Do And How Do I Contact Them?

The Patient's Rights Advocate is someone who can assist you in completing Grievances, Appeals, Expedited Appeals or State Fair Hearings.

Call **(760) 924-1770, or toll-free (800) 687-1101** to be put in touch with the Patient's Right's Advocate.

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

You may choose to present a suggestion, Grievance or Appeal verbally or in writing. Verbal Appeals must be followed up in writing to be considered. You may use the following methods for filing:

- Complete the Grievance/Appeal form and give to receptionist or your therapist, or mail in the addressed envelopes provided.
- Call (800) 687-1101, TTY/TDD: 711 and say that you would like to file a Grievance or begin the Appeal process.
- Come in to the clinic and say that you would like to file a Grievance or begin the Appeal process.

There is no penalty for filing a Grievance or an Appeal and you may continue to receive services during this process. You will not be discriminated against for filing a Grievance or Appeal.

Grievances are filed when there is dissatisfaction regarding any matter other than an action. You will receive a response within 90 calendar days.

An adverse benefit determination is a limitation, denial or reduction of services. If you are upset about an adverse benefit determination, you may file an Appeal. You will receive a response within 30 calendar days.

Expedited Appeals may be requested. If circumstances meet the Expedited Appeal requirements, you will receive a response within 72 hours. You may authorize another person to act on your behalf in this process.

You may request a State Fair Hearing only after receiving notice that Mono County Mental Health is upholding an adverse benefit determination.

Contact:

California Department of Social Services
State Hearings Division
PO Box 944243, Mail Station 9-17-37
Sacramento, CA 94244-2430

You may call **(800) 952-5253** to ask for a hearing. If you are deaf and use TDD, call **711**.

For further information about the beneficiary problem resolution process, please turn to the section about Grievances, Appeals and State Fair Hearings on page 22 in the State of California section of this handbook.

Does Mono County Keep My Mental Health Records Private?

For more information on Grievances, Appeals and State Fair Hearings, please turn to the section about 'Problem Resolution Processes' in the State of California section on page 22 in this booklet.

By law, your mental health services and records will be handled with confidentiality. Your records will only be released if you supply written permission or if ordered by a court of law.

Our Notice of Privacy Practices explains your rights to privacy and ways we may use or disclose information.

Please call **(800) 687-1101, TTY/TDD: 711**, to request a copy to be sent to you. Or you may visit or write to us at:

Mono County Mental Health
452 Old Mammoth Road, Third Floor (Sierra Center Mall)
Mammoth Lakes, CA 93546