

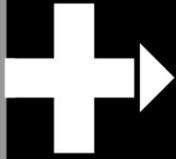
County of
Mono

GUIDE TO

Medi-Cal Mental Health Services

Revised January, 2015





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

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



Important Telephone Numbers

Emergency 911

County Mental Health 24-hour Service...(800) 687-1101 **toll free**

During business hours:

Mono County Mental Health (760) 924-1740 **toll free**



South County Office (760) 924-1740

North County Office (530) 495-2363

Patient's Rights Advocate (760) 924-1770

Quality Assurance Coordinator (Grievance or other information) (760) 924-1740 **or**

..... (800) 687-1101 **toll free**

TTY: 1-888-877-5379 for English

How to Get a Provider List:

You may ask for, and your Mental Health Plan (MHP) will give to you, a directory of people, clinics and hospitals where you can get mental health services in your area. This is called a 'provider list' and contains

names, phone numbers and addresses of doctors, therapists, hospitals and other places where you may be able to get help. You may need to contact your MHP first, before you go to seek help. Call your MHP's 24-hour toll-free number above to request a provider directory and to ask if you need to contact the MHP before going to a service provider's office, clinic or hospital for help. Please see Pages 4-5 of this Section for specific information about Mono County MHP Provider List.

In What Other Languages And Formats Are These Materials Available?

**Disponible
en
Español**

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

Introduction to Medi-Cal
Mental Health Services

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

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

If you have trouble understanding this booklet, please call the MHP at (800) 687-1101 to ask for help or to find out about other ways you can get this important information.

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

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

An emergency is a serious mental or emotional problem such as:

When a person is a danger to himself, herself, or others because of what seems like a mental illness, or

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

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

How Do I Use This Booklet?

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

This booklet 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 booklet 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.

These services, called 'specialty' mental health 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 toll-free at **(800) 687-1101**. Verbal and oral interpretation of your rights, benefits and treatments is available in your preferred language. You do not need to see your regular doctor first or get permission or a referral before you call.



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

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

What If I Have A Problem Getting Help?

If you have a problem getting help, please call the Mono County MHP’s toll-free phone number at **(800) 687-1101**. You may also call your county’s Patient’s Right Advocate at **(760) 924-1770**.

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

(800) 896-4042 - CA Only

(916) 654-3890

(800) 896-2512 TTY

FAX: **(916) 653-9194**

Email: **ombudsman@dmh.ca.gov**

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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 brochure carefully. It contains important information you need to know.

As Your Mental Health Services Plan We Will:

- Get answers to your questions about mental health treatment
- Tell you what mental health services are covered by Medi-Cal
- 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 (24-hours a day)	911
<u>During Business Hours:</u>	
Mono County Mental Health	(760) 924-1740
South County Office	(760) 924-1740
North County Office	(530) 495-2363
County Mental Health 24-hour service	(800) 687-1101 <i>Toll free</i>
Patient's Rights Advocate	(760) 924-1770
Quality Assurance Coordinator (Grievance or Other Information)	(760) 924-1740
	(800) 687-1101 <i>Toll free</i>
TTY: 1-888-877-5379 for English	

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 (24-hours a day) or the Mono County MHP **during business hours at (760) 924-1740**. Mental Health workers are on-call 24-hours a day.

What Specialty Mental Health Services Does Mono County Provide?

Mono County desires to provide you the optimum combination of specialty mental health services you need. MHP staff works with each individual to determine what types of mental health services you need and to help you get them. For an explanation of these services contact the Mono County Mental Health Department at our countywide, toll free telephone number **(800) 687-1101**.

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



The other services that are sometimes needed are included in the list on pages 9 (adults) and 12 (children) in the State of California section of this booklet.

How Do I Get These Services?

Call Mono County Mental Health at **(800) 687-1101** or visit the Mono County Mental Health main office in Mammoth Lakes at:

**452 Old Mammoth Road (Sierra Center Mall),
Third Floor
Mammoth Lakes, California 93546**

Once you call or visit, a case manager will complete your intake information. Mono County's Mental Health Clinical Supervisor or Director will then review your information & assign to you a Mental Health Plan (MHP) staff member.

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 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 service 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 day treatment intensive, day rehabilitation, and therapeutic behavioral services (TBS).

The Mono County MHP follows state rules for our MHP payment authorization process, which are described on page 3 of the State of California section of this booklet. If you would like more information on how Mono County does MHP payment authorizations or when we require your provider to request an MHP payment authorization for services, please contact the Mono County MHP at **(800) 687-1101**.

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 on the structure and operation of the Mono County MHP please contact us at **(800) 687-1101** or visit the

Mono County Mental Health main office in
Mammoth Lakes at:

452 Old Mammoth Road (Sierra Center Mall),
Third Floor
Mammoth Lakes, CA

In What Other Languages And Formats Are These Materials Available?

Spanish and in large print format if you are visually impaired.

Can I See Any Doctor, Therapist, Clinic Or Hospital On Mono County's "Provider List"?

Yes. If you need additional assistance, please call us at **(800) 687-1101**.

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

Contact the MHP staff if you want a second opinion on your diagnosis or treatment or if you want to change providers.

How Can I Get A "Provider" List?

You can pick up a provider list at the reception desk or have one mailed to you by calling **(800) 687-1101**.

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

Mono County Mental Health's "Provider List" identifies the MHP as the provider of services. All MHP clinical staff provide services as needed and

authorized. There are no restrictions on contacting us about these services.

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

Mono County Mental Health clinical staff provides all available services. Ask your MHP staff member for more information.

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

You can work with Mono County MHP staff to determine needed services. If these services meet the medical necessity criteria (the MHP psychiatrist and Mental Health Director believe that this service is essential to your mental health care) and these needed services are outside Mono County's service area, the MHP will arrange and pay for, or provide, necessary transportation services.

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

Licensed mental health staff is available 24-hours a day, 7 days a week. Outside of normal business hours, the 911 emergency call system is used. Please limit calls to 911 to the emergency situations noted on page 3 in the State of California section of this booklet. You may state your mental health emergency, and the MHP staff on call will be paged.

Law enforcement personnel may take an individual directly to the Mammoth Hospital Emergency Room where Mono County Mental Health Plan (MHP) staff performs a mental health 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 a person needs to be hospitalized, MHP staff will get a local ambulance to drive the individual 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 will arrive at Mammoth Hospital as soon as is possible given weather conditions.

How Do I Get Mental Health Services That My Mental Health Provider Does Not Offer?
MHP staff will arrange for your medically necessary services. The MHP will sign contracts with providers, as needed, to ensure you get the services you need. You may be required to see a doctor outside of Mono County for treatment.

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 can visit either Mammoth Hospital, or Sierra Park Clinics. Sierra Park Clinics has doctors who offer family practice, pediatrics, obstetrics-gynecology, internal medicine and orthopedic services.

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

If you have a concern or are not satisfied with your mental health services, the MHP wants to be sure your concerns are resolved simply and quickly. Please contact the MHP during business hours at **(800) 687-1101** to find out how to resolve your concerns.

There are three ways you can work with the MHP to resolve concerns about services or other problems. You can file a grievance verbally or in writing with the MHP about any MHP related issue. You can file an appeal about a treatment decision verbally (followed up with a signed, written Appeal) or in writing with the MHP. You can also file for a State Fair Hearing with the Department of Social Services, after all Grievance and Appeal processes have been completed.

For more information about how the MHP grievance, appeal, and the State Fair Hearing processes work, please turn to the section about the Problem Resolution Process on page 22 of the



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

State of California section of this booklet.

Your problem will be handled as quickly and simply as possible. It will be kept confidential. You will not be subject to discrimination or any other penalty for filing a grievance, appeal, or State Fair Hearing. You may authorize another person to act on your behalf in the grievance, appeal, or State Fair Hearing process.

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

Mono County's Patient's Rights Advocate will help you file a Grievance and/or request a State Fair Hearing.

Mono County's Patient's Rights Advocate:
(760) 924-1770.

Does Mono County Keep My Mental Health Records Private?

By law, your mental health services and records will be handled with confidentiality.
