

## Helpful Resources

Access and Crisis Line  
**888-724-7240 (TTY: 711)**

Community Resource  
Information & Referrals  
**2-1-1**

County of San Diego  
Behavioral Health Services (BHS)  
**619-563-2700**

Alcoholics Anonymous (AA)  
**619-265-8762 (24 hrs)**

Narcotics Anonymous (NA)  
**619-584-1007 (24 hrs)**

San Diego County Network of Care  
[www.sandiego.networkofcare.org/mh](http://www.sandiego.networkofcare.org/mh)

County of San Diego Website  
[www.sdcountry.ca.gov](http://www.sdcountry.ca.gov)

2-1-1 San Diego  
[www.211sandiego.org](http://www.211sandiego.org)

Medi-Cal  
[www.medi-cal.ca.gov](http://www.medi-cal.ca.gov)

Optum San Diego  
[www.optumsandiego.com](http://www.optumsandiego.com)

It's Up to US  
[www.up2sd.org](http://www.up2sd.org)

For more information or for help with substance use disorder issues, call the:

## Access and Crisis Line

**888-724-7240 (TTY: 711)**

This toll-free number is available 24 hours, 7 days a week and provides counselors who can answer your questions and provide referrals for substance use disorder services.

## County of San Diego Board of Supervisors

Greg Cox, District 1  
Dianne Jacob, District 2  
Kristin Gaspar, District 3  
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## County of San Diego Health and Human Services Agency Director

Nick Macchione

## Behavioral Health Services Director

Alfredo Aguirre



# Drug Medi-Cal Organized Delivery System Quick Guide



County of San Diego  
Health and Human Services Agency  
Behavioral Health Services  
Substance Use Disorder Services





## Drug Medi-Cal Organized Delivery System Services

Drug Medi-Cal Organized Delivery System (DMC-ODS) services are provided through the County, which is separate from your physical health care. The County of San Diego DMC-ODS is committed to providing quality services to eligible adults, older adults, and adolescents experiencing substance use disorder issues. Our services are confidential and are based on the belief that people can, and do recover from substance use disorders. Even though asking for help with substance use issues may be a challenge, help is just a phone call away.

### Types Of Services Available

- Brief Outpatient for At-Risk Youth and Young Adults
- Outpatient Treatment
- Intensive Outpatient Treatment
- Short-Term Residential Treatment
- Withdrawal Management (formerly Detox)
- Medication-Assisted Treatment
- Opioid Treatment Programs
- Case Management
- Recovery Support Services

## County of San Diego DMC-ODS Services Are Provided

- Countywide for people with Medi-Cal or without insurance
- In a welcoming, nondiscriminatory system of care consistent with State and Federal laws
- With culturally sensitive and trauma informed care
- In your preferred language and free interpreter services are available
- With information in alternate formats for the visually and hearing impaired

***Pregnant women have priority admission to recovery and treatment programs***

## Your Personal Rights In A County of San Diego DMC-ODS Program

- The right to confidentiality as provided for in HIPAA and Title 42, Code of Federal Regulations, part 2
- The right to be accorded with dignity in contact with staff, volunteers, board members, and other individuals
- The right to be accorded safe, healthful and comfortable accommodations to meet your needs
- The right to be free of verbal, emotional, physical abuse and/or inappropriate sexual behavioral
- The right to be informed by the program of the procedures to file a grievance or appeal
- The right to be free from discrimination based on ethnic group identification, religion, age, gender, race, sexual orientation, or disability
- The right to be accorded access to your file

## You Can Get Help If You Are Not Satisfied With Your Services

If you have concerns or feedback about the services you have received, please share with your counselor or the program. We strongly believe this is the best way to express your concerns. Program staff are here to address your needs and to listen to you. If you are not comfortable talking to program staff or continue to have concerns, then you may contact the following agencies:

- **JFS Patient Advocacy Program** at **800-479-2233** for inpatient or 24-hour residential services
- **Consumer Center for Health Education and Advocacy (CCEA)** toll-free at **877-734-3258** for outpatient and any other type of substance use disorder services

If you have a grievance about your care, want to appeal a decision that limits your care, or want to find out the status of an appeal or grievance, you may contact one of the agencies listed above. Medi-Cal beneficiaries have access to services and rights as specified in State and Federal regulations.

You can also file an expedited appeal when the standard process could seriously jeopardize life, health or the ability to attain, maintain or regain maximum function.

### Need More Information?

For more information about the Grievance and Appeal Process or other State requirements, please ask your provider for the complete **DMC-ODS Program Beneficiary Handbook** or call 619-563-2700 for a copy.