

**County of San Diego Mental Health Plan
Beneficiary Handbook Summary of Changes – December 2023**

SECTION	REVISION	WHAT HAS CHANGED
Handbook footers	Updated information.	<ul style="list-style-type: none"> Updated website link.
General Information <i>Subsection: What Is My Mental Health Plan Responsible For?</i>	Added information.	<ul style="list-style-type: none"> Added information about ensuring beneficiaries have continued access to a previous and current out-of-network provider if it meets certain criteria.
Important Information about the Medi-Cal Program <i>Subsection: Is Transportation Available?</i>	Added and updated information.	<ul style="list-style-type: none"> Added information about contacting the managed care plan for transportation needed for trips to the pharmacy. Updated information about how to proceed if you have Medi-Cal but are not enrolled in a managed care plan.
Important Information about the Medi-Cal Program <i>Subsection: What Are Emergency Services?</i>	Updated information.	<ul style="list-style-type: none"> Updated language in the second dot point to state “Causes serious harm to the way your body works.”
How to Tell if You or Someone You Know Needs Help <i>Subsection: How Do I Know When I Need Help?</i>	Updated information.	<ul style="list-style-type: none"> Some of the dot points listed as a symptom have been updated.
Accessing Specialty Mental Health Services <i>Subsection: What Are Specialty Mental Health Services?</i>	Added information.	<ul style="list-style-type: none"> “Mobile Crisis Services” was added as a specialty mental health service.
Accessing Specialty Mental Health Services <i>Subsection: How Do I Get Specialty Mental Health Services?</i>	Added information.	<ul style="list-style-type: none"> Added an explanation of what “no wrong door for accessing mental health services” means.
Accessing Specialty Mental Health Services <i>Subsection: Where Can I Get Specialty Mental Health Services?</i>	Updated information.	<ul style="list-style-type: none"> Updated information to indicate that “Your mental health plan will help you find a provider who can get you the care you need. The mental health plan must refer you to the closest provider to your home, or within time or distance standards who will meet your needs.”
Accessing Specialty Mental Health Services	Added information.	<ul style="list-style-type: none"> Added information about being placed on a waitlist, how to proceed if you feel the length of time is detrimental to your health, and right to file a grievance if you do not receive timely care.

**County of San Diego Mental Health Plan
Beneficiary Handbook Summary of Changes – December 2023**

<i>Subsection: When Can I Get Specialty Mental Health Services?</i>		
Accessing Specialty Mental Health Services <i>Subsection: Who Decides Which Services I Will Receive?</i>	Added information.	<ul style="list-style-type: none"> Added information about the prior authorization process.
Accessing Specialty Mental Health Services <i>Subsection: How Do I Get Other Mental Health Services That Are Not Covered by the Mental Health Plan?</i>	Removed information.	<ul style="list-style-type: none"> Removed “Outpatient laboratory, drugs (please note that most medications are covered under the Fee-For-Service Medi-Cal program), supplies, and supplements” as an outpatient mental health service accessible through your managed care plan.
Selecting a Provider <i>Subsection: Can I Continue To Receive Services From My Current Provider?</i>	Added information.	<ul style="list-style-type: none"> Added an additional dot point about your continuity of care request may be granted if “The provider shares relevant documentation with the mental health plan regarding your need for the services.”
Your Right to Access Medical Records and Provider Directory Information Using	Added information.	<ul style="list-style-type: none"> New section added. Contact information for questions related to the secure system was added. Website link for the searchable version of the BHS provider Directory was added.
Scope of Services <i>Subsection: Peer Support Services</i>	Added information.	<ul style="list-style-type: none"> New subsection added.
Scope of Services <i>Subsection: Mobile Crisis Services (varies by county)</i>	Added information.	<ul style="list-style-type: none"> Added additional information on what type of mobile crisis services are included, and a website link for more information regarding the Mobile Crisis Response Team (MCRT) was added.
Scope of Services <i>Subsection: Intensive Care Coordination</i>	Updated information.	<ul style="list-style-type: none"> Updated language to indicate that the service is provided for beneficiaries under the age of age 21 who are referred based on medical necessity.
Scope of Services <i>Subsection: Intensive Home-Based Services</i>	Updated information.	<ul style="list-style-type: none"> Updated language to indicate that the service is provided for beneficiaries under the age of age 21 who are referred based on medical necessity.

**County of San Diego Mental Health Plan
Beneficiary Handbook Summary of Changes – December 2023**

<p>Scope of Services <i>Subsection: Available Services by Telephone or Telehealth</i></p>	<p>Updated information.</p>	<ul style="list-style-type: none"> Updated information about services available by telephone or telehealth, indicating that you have the option to be seen in-person or by telephone or telehealth depending on your services and if you agree.
<p>Adverse Benefit Determinations by your Mental Health Plan <i>Subsection: Will I Always Get A Notice Of Adverse Benefit Determination When I Don't Get The Services I Want?</i></p>	<p>Updated and added information.</p>	<ul style="list-style-type: none"> Updated information to indicate beneficiaries should receive a Notice of Adverse Benefit Determination. Added information on how to proceed if you do not receive a notice.
<p>Adverse Benefit Determinations by your Mental Health Plan <i>Subsection: What Will the Notice of Adverse Benefit Determination Tell Me?</i></p>	<p>Added information.</p>	<ul style="list-style-type: none"> Added a dot point, indicating what the notice will tell you: "How to receive copies of the documents, records, and other information related to the mental health plan's decision."
<p>Adverse Benefit Determinations by your Mental Health Plan <i>Subsection: What Should I Do When I Get a Notice of Adverse Benefit Determination?</i></p>	<p>Added and updated information.</p>	<ul style="list-style-type: none"> Added additional information on what you can do to request a continuation of the service that has been discontinued when submitting an appeal or request for a State Fair Hearing. Updated the information about the timeline of when you must request the continuation of services.
<p>The Grievance Process <i>Subsection: What Is the Grievance Process?</i></p>	<p>Updated and added information.</p>	<ul style="list-style-type: none"> Updated and added information about the grievance process in dot points.
<p>The Grievance Process <i>Subsection: How Do I Know If the Mental Health Plan Received My Grievance?</i></p>	<p>Added information.</p>	<ul style="list-style-type: none"> Added information about the required timeframe that your mental health plan is required to let you know that it received your grievance. Added information about what defines an exempt grievance.
<p>Beneficiary Rights and Responsibilities <i>Subsection: What Are My Rights as a Recipient of Specialty Mental Health Services?</i></p>	<p>Added information.</p>	<ul style="list-style-type: none"> Added language that states: "Your mental health plan must make sure your treatment is not changed in a harmful way as a result of you expressing your rights."

LANGUAGE TAGLINES

English Tagline

ATTENTION: If you need help in your language call (888) 724-7240 (TTY: 711). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call (888) 724-7240 (TTY: 711). These services are free of charge.

الشعار بالعربية (Arabic)

يُرجى الانتباه: إذا احتجت إلى المساعدة بلغتك، فاتصل بـ (888) 724-7240 (TTY: 711). تتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة برايل والخط الكبير. اتصل بـ (888) 724-7240 (TTY: 711). هذه الخدمات مجانية.

Հայերեն պիտակ (Armenian)

ՈՒՇԱԴՐՈՒԹՅՈՒՆ: Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, զանգահարեք (888) 724-7240 (TTY: 711): Կան նաև օժանդակ միջոցներ ու ծառայություններ հաշմանդամություն ունեցող անձանց համար, օրինակ՝ Բրայլի գրատիպով ու խոշորատառ տպագրված նյութեր: Զանգահարեք (888) 724-7240 (TTY: 711): Այդ ծառայություններն անվճար են:

ភ្នំសម្ព័ន្ធជាភាសាខ្មែរ (Cambodian)

ចំណាំ: បើអ្នក ត្រូវ ការជំនួយ ជាភាសា របស់អ្នក សូម ទូរស័ព្ទទៅលេខ (888) 724-7240 (TTY: 711)។ ជំនួយ និង សេវាកម្ម សម្រាប់ ជនពិការ ដូចជាឯកសារសរសេរជាអក្សរធំ សម្រាប់ជនពិការភ្នែក ឬឯកសារសរសេរជាអក្សរពុម្ពធំ ក៏អាចទាញបានផងដែរ។ ទូរស័ព្ទមកលេខ (888) 724-7240 (TTY: 711)។ សេវាកម្មទាំងនេះមិនគិតថ្លៃឡើយ។

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(888) 724-7240 (TTY: 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 (888) 724-7240 (TTY: 711)。这些服务都是免费的。

مطلب به زبان فارسی (Farsi)

توجه: اگر می‌خواهید به زبان خود کمک دریافت کنید، با (888) 724-7240 (TTY: 711) تماس بگیرید. کمک‌ها و خدمات مخصوص افراد دارای معلولیت، مانند نسخه‌های خط بریل و چاپ با حروف بزرگ، نیز موجود است. با (888) 724-7240 (TTY: 711) تماس بگیرید. این خدمات رایگان ارائه می‌شوند.

हिंदी टैगलाइन (Hindi)

ध्यान दें: अगर आपको अपनी भाषा में सहायता की आवश्यकता है तो (888) 724-7240 (TTY: 711) पर कॉल करें। अशक्तता वाले लोगों के लिए सहायता और सेवाएं, जैसे ब्रेल और बड़े प्रिंट में भी दस्तावेज़ उपलब्ध हैं। (888) 724-7240 (TTY: 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 (888) 724-7240 (TTY: 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 (888) 724-7240 (TTY: 711). Cov kev pab cuam no yog pab dawb xwb.

日本語表記 (Japanese)

注意日本語での対応が必要な場合は (888) 724-7240 (TTY: 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。(888) 724-7240 (TTY: 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 태그라인 (Korean)

유의사항: 귀하의 언어로 도움을 받고 싶으시면 (888) 724-7240 (TTY: 711) 번으로 문의하십시오. 점자나 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한 도움과 서비스도 이용 가능합니다. (888) 724-7240 (TTY: 711) 번으로 문의하십시오. 이러한 서비스는 무료로 제공됩니다.

ແທກໄລພາສາລາວ (Laotian)

ປະກາດ: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໂທຫາເບີ (888) 724-7240 (TTY: 711). ຍັງມີຄວາມຊ່ວຍເຫຼືອແລະການບໍລິການສໍາລັບຄົນພິການ ເຊັ່ນເອກະສານທີ່ເປັນອັກສອນນູນແລະມິຕິພິມໃຫຍ່ ໃຫ້ໂທຫາເບີ (888) 724-7240 (TTY: 711). ການບໍລິການເຫຼົ່ານີ້ບໍ່ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ.

Mien Tagline (Mien)

LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiemx longc mienh tengx faan benx meih nyei waac nor douc waac daaih lorx taux (888) 724-7240 (TTY: 711). Liouh lorx jauv-louc tengx 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 (888) 724-7240 (TTY: 711). Naav 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 (888) 724-7240 (TTY: 711). ਅਪਾਹਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਦੀ ਉਪਲਬਧ ਹਨ। ਕਾਲ ਕਰੋ (888) 724-7240 (TTY: 711). ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।

Русский слоган (Russian)

ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру (888) 724-7240 (линия ТТУ: 711). Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру (888) 724-7240 (линия ТТУ: 711). Такие услуги предоставляются бесплатно.

Mensaje en español (Spanish)

ATENCIÓN: si necesita ayuda en su idioma, llame al (888) 724-7240 (TTY: 711). También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al (888) 724-7240 (TTY: 711). Estos servicios son gratuitos.

Tagalog Tagline (Tagalog)

ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa (888) 724-7240 (TTY: 711). Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille at malaking print. Tumawag sa (888) 724-7240 (TTY: 711). Libre ang mga serbisyonang ito.

แท็กไลน์ภาษาไทย (Thai)

โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทรศัพท์ไปที่หมายเลข (888) 724-7240 (TTY: 711) นอกจากนี้ ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่เป็นอักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปที่หมายเลข (888) 724-7240 (TTY: 711) ไม่มีค่าใช้จ่ายสำหรับบริการเหล่านี้

Примітка українською (Ukrainian)

УВАГА! Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер (888) 724-7240 (TTY: 711). Люди з обмеженими можливостями також можуть скористатися допоміжними засобами та послугами, наприклад, отримати документи, надруковані шрифтом Брайля та великим шрифтом. Телефонуйте на номер (888) 724-7240 (TTY: 711). Ці послуги безкоштовні.

Khẩu hiệu tiếng Việt (Vietnamese)

CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số (888) 724-7240 (TTY: 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 (888) 724-7240 (TTY: 711). Các dịch vụ này đều miễn phí.

NONDISCRIMINATION NOTICE

Discrimination is against the law. The County of San Diego follows State and Federal civil rights laws. The County of San Diego does not unlawfully discriminate, exclude people, or treat them differently because 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.

The County of San Diego provides:

- Free aids and services to people with disabilities to help them communicate better, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, braille, audio or accessible electronic formats)
- 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, contact the Access and Crisis Line 24 hours a day, 7 days a week by calling (888) 724-7240. Or, if you cannot hear or speak well, please call 711. Upon request, this document can be made available to you in braille, large print, audio, or accessible electronic formats.

HOW TO FILE A GRIEVANCE

If you believe that the County of San Diego has failed to provide these services or unlawfully discriminated 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 following advocacy agencies. You can file a grievance by phone, in writing, in person, or electronically:

- By phone:
 - For help with filing regarding **residential services**, you may call the **Jewish Family Service (JFS) Patient's Advocacy Program** at (858) 637-3210.
 - For help with filing regarding **outpatient or any other substance use disorder services**, you may call the **Consumer Center for Health Education and Advocacy (CCHEA)** at their toll-free number (877) 734-3258 (TTY 1-800-735-2929).
 - Or, if you cannot hear or speak well, please call 711.

- In writing: Fill out a complaint form or write a letter and send it to:
 - For Residential Services:**
 Jewish Family Service of San Diego
 Joan & Irwin Jacobs Campus
 Turk Family Center Community Services Building
 8804 & 8788 Balboa Avenue
 San Diego, CA 92123
 - For Outpatient or any other Substance Use Disorder Services:**
 Consumer Center for Health Education and Advocacy (CCHEA)
 1764 San Diego Avenue, Suite 100
 San Diego, CA 92110

- In person: Visit your doctor's office or any County of San Diego-contracted substance use disorder provider site and say you want to file a grievance.

- Electronically: Visit the following websites below:
 - For Residential Services:**
 Jewish Family Service of San Diego at <https://www.jfssd.org/>
 - For Outpatient or any other Substance Use Disorder Services:**
 Consumer Center for Health Education and Advocacy (CCHEA) at <https://www.lasdd.org/mental-health-and-substance-abuse-patients-rights/>

OFFICE OF CIVIL RIGHTS – CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

You can also file a civil rights complaint with the California Department of Health Care Services, Office of Civil Rights by phone, in writing, or electronically:

- By phone: Call **916-440-7370**. If you cannot speak or hear well, please call **711 (California State Relay)**.
- In writing: Fill out a complaint form or send a letter to:

**Department of Health Care Services - Office of Civil Rights
P.O. Box 997413, MS 0009
Sacramento, CA 95899-7413**

Complaint forms are available at <https://www.dhcs.ca.gov/discrimination-grievance-procedures>

- Electronically: Send an email to CivilRights@dhcs.ca.gov
-

OFFICE OF CIVIL RIGHTS – U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

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 by phone, in writing, or electronically:

- By phone: Call **1-800-368-1019**. If you cannot speak or hear well, please call **TTY/TDD 1-800-537-7697**.
- In writing: Fill out a complaint form or send a letter to:

**U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201**

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

- Electronically: Visit the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>