

# Organizational Provider Operations Handbook

## QUICK REFERENCE

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#### DIRECTORY

ACCESS AND CRISIS LINE (ACL)	(888) 724-7240
ACL FAX	(619) 641-6975
COUNTY OF SAN DIEGO MHP ADMINISTRATION	(619) 563-2700
Local Mental Health Director	(619) 563-2700
Medical Director	(619) 563-2700
Quality Management Unit – Program Manager	(619) 641-8802
Serious Incident Reporting Line	(619) 641-8800
QM FAX	(619) 236-1953
QM Email	<a href="mailto:QIMatters.hhsa@sdcounty.ca.gov">QIMatters.hhsa@sdcounty.ca.gov</a>
PIT Unit– Program Manager	(619) 584-5015
PIT Email	<a href="mailto:BHSQIPIT@sdcounty.ca.gov">BHSQIPIT@sdcounty.ca.gov</a>
MIS Unit– Program Manager	(619) 584-3004
MIS Help Desk:	(619) 584-5090
MIS Help Desk Email:	<a href="mailto:MHEHRSupport.HHSA@sdcounty.ca.gov">MHEHRSupport.HHSA@sdcounty.ca.gov</a>
CalMHSA Help Desk:	833-686-6801
CalMHSA Help Desk Email:	<a href="mailto:calmhsa.sandiego@Buchanan-mail.onbmc.com">calmhsa.sandiego@Buchanan-mail.onbmc.com</a>
CalMHSA Access Issues:	<a href="mailto:SUDEHRSupport.HHSA@sdcounty.ca.gov">SUDEHRSupport.HHSA@sdcounty.ca.gov</a>
Contract Administration Unit Manager	(619) 563-2733
Claim Submission FAX	(619) 563-2730
MHP Compliance Hotline	(866) 549-0004
MAA Coordinator	(619) 563-2700
Mental Health Billing Unit	(619) 338-2612
FAX	(858) 467-9682
Email	<a href="mailto:mhbillingunit.hhsa@sdcounty.ca.gov">mhbillingunit.hhsa@sdcounty.ca.gov</a>
County Health Information Management Dept. (HIMD)	(619) 692-5700 Option #3 (Medical Record Requests)

#### OPTUM (ADMINISTRATIVE SERVICES ORGANIZATION)

Provider Line	(800) 798-2254 Option #7
Optum Administrative Services for MHP	(619) 641-6800
Admin FAX	(619) 641-6801
Optum Support Desk	(800) 834-3792
OPTUM Help Desk Email	<a href="mailto:SDHelpdesk@optum.com">SDHelpdesk@optum.com</a>
Clinical-Access and Crisis Line	(619) 641-6802
TDD/TTY	(619) 641-6992

#### CLIENT ADVOCACY ORGANIZATIONS

Consumer Center for Health Education and Advocacy	(877) 734-3258
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JFS Patient Advocacy Program

(800) 479-2233

### AMERICAN SIGN LANGUAGE (ASL) INTERPRETER SERVICES

Deaf Community Services

(619)398-2441

Videophone

(619) 550-3436

Interpreter's Unlimited

(858) 451-7490

### INTERNET RESOURCES

County of San Diego

[www.sdcounty.ca.gov](http://www.sdcounty.ca.gov)

Optum

[www.optumsandiego.com](http://www.optumsandiego.com)

CalMHSA

<https://2023.calmhsa.org/>

CalMHSA Live Chat Support

<https://2023.calmhsa.org/live-chat-support/>

California Board of Behavioral Sciences

[www.bbs.ca.gov](http://www.bbs.ca.gov)

California Board of Psychology

[www.psychology.ca.gov](http://www.psychology.ca.gov)

CA Code of Regulations

[www.dhcs.ca.gov/formsandpubs/laws/Pages/LawsandRegulations.aspx](http://www.dhcs.ca.gov/formsandpubs/laws/Pages/LawsandRegulations.aspx)

California Department of Health Care Services

[www.dhcs.ca.gov](http://www.dhcs.ca.gov)

California Medi-Cal Website

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

County Behavioral Health Directors Association of California

[www.cbhda.org](http://www.cbhda.org)

California Welfare & Institutions Code

[leginfo.legislature.ca.gov/faces/codes.xhtml](http://leginfo.legislature.ca.gov/faces/codes.xhtml)

Center for Medicare and Medicaid Services

[www.cms.hhs.gov](http://www.cms.hhs.gov)

Community Health Improvement Partners

[www.sdchip.org](http://www.sdchip.org)

Disability Benefits 101

<https://www.db101.org/>

211 San Diego (Social Services Database)

[www.211sandiego.org](http://www.211sandiego.org)

Intentional Caregiver Website

[www.intentionalcaregiver.com](http://www.intentionalcaregiver.com)

Psychiatric Rehabilitation Association

[www.psychrehabassociation.org](http://www.psychrehabassociation.org)

Joint Commission on Accreditation of Healthcare Org.

[www.jointcommission.org](http://www.jointcommission.org)

National Institute of Mental Health (NIMH)

[www.nimh.nih.gov](http://www.nimh.nih.gov)

Office of Inspector General Exclusion List

[www.oig.hhs.gov](http://www.oig.hhs.gov)

GSA Excluded Parties Listing System (debarment)

[www.gsa.gov](http://www.gsa.gov)

Social Security Online

[www.socialsecurity.gov](http://www.socialsecurity.gov) or [www.ssa.gov](http://www.ssa.gov)

Ticket to Work Program

[www.yourtickettowork.com](http://www.yourtickettowork.com)

Voter Registration Services – Secretary of State

[www.sos.ca.gov/elections/elections\\_vr.htm](http://www.sos.ca.gov/elections/elections_vr.htm)

Or (800) 345-VOTE