

Q. Quick Reference

DIRECTORY	
Access and Crisis Line (ACL)	Phone: (888) 724-7240 Fax: (619) 641-6975
CalMHSA Access Issues	BHS_EHRAccessRequest.HHSA@sdcounty.ca.gov
CalMHSA Help Desk	Live Chat https://2023.calmhsa.org/live-chat-support/ Submit a Ticket: 2023.calmhsa.org/support
Claim Submission FAX	(619) 563-2730
Contract Administration Unit Manager	(619) 563-2733
COSD EHR Support	BHS_EHRSupport.HHSA@sdcounty.ca.gov
County Health Information Management Dept. (HIMD)	(619) 692-5700 Option #3 (Medical Record Requests)
County of San Diego BHP Administration	(619) 563-2700
Local Mental Health Director	(619) 563-2700
MAA Coordinator	(619) 563-2700
Medical Director	(619) 563-2700
Mental Health Billing Unit	Phone: (619) 338-2612 Email: mhbillingunit.hhsa@sdcounty.ca.gov Fax: (858) 467-9682
MIS Unit– Program Manager	Phone: (619) 584-5015
MIS Help Desk	Phone: (619) 584-5090 Email: MHEHRSupport.HHSA@sdcounty.ca.gov
BHP Compliance Hotline	(866) 549-0004
PIT Unit– Program Manager	Phone: (619) 584-5015 Email: BHSQIPIT@sdcounty.ca.gov
Quality Management Unit – Program Manager	Phone: (619) 641-8802 Fax: (619) 236-1953 Email: QIMatters.hhsa@sdcounty.ca.gov

OPTUM (ADMINISTRATIVE SERVICES ORGANIZATION)	
Clinical-Access and Crisis Line	Phone: (619) 641-6802 TDD/TTY: (619) 641-6992

Optum Administrative Services for BHP	Phone: (619) 641-6800 Fax: (619) 641-6801
Optum Support Desk	Phone : (800) 834-3792 Email : SDHelpdesk@optum.com
Provider Line	(800) 798-2254 Option #7
MEMBER ADVOCACY ORGANIZATIONS	
Consumer Center for Health Education and Advocacy (CCHEA)	(877) 734-3258
Deaf Community Services	(619) 398-2441
Interpreter's Unlimited	(858) 451-7490
JFS Patient Advocacy Program (JFS)	(800) 479-2233
Videophone	(619) 550-3436
INTERNET RESOURCES	
County of San Diego	www.sdcounty.ca.gov
Optum	www.optumsandiego.com
CalMHSA	https://2023.calmhsa.org/
California Board of Behavioral Sciences	www.bbs.ca.gov
California Board of Psychology	http://www.psychology.ca.gov
CA Code of Regulations	www.dhcs.ca.gov/formsandpubs/laws/Pages/Laws.aspx
California Department of Health Care Service	www.dhcs.ca.gov
California Medi-Cal Website	www.medi-cal.ca.gov
Co. Behavioral Health Directors Association of CA	www.cbhda.org
California Welfare & Institutions Code	leginfo.legislature.ca.gov/faces/codes.xhtml
Center for Medicare and Medicaid Services	www.cms.hhs.gov
Community Health Improvement Partners	https://www.sdchip.org/
Disability Benefits 101	https://www.db101.org/
211 San Diego (Social Services Database)	www.211sandiego.org
Intentional Caregiver Website	https://intentionalcaregivers.com/
Psychiatric Rehabilitation Association	https://www.psychrehabassociation.org/

Joint Commission on Accreditation of Health	https://www.jointcommission.org/en-us
National Institute of Mental Health (NIMH)	https://www.nimh.nih.gov/
Office of Inspector General Exclusion List	www.oig.hhs.gov
GSA Excluded Parties Listing System (debarment)	https://www.gsa.gov/
Social Security Online	www.socialsecurity.gov
Ticket to Work Program	https://www.dor.ca.gov/Home/TTW
Voter Registration Services – Secretary of State	Email: www.sos.ca.gov/elections/elections_vr.htm Phone: (800) 345-VOTE