

What services are available?

- ✓ **Outreach Services:** Services are available to assist in connecting beneficiaries with needed mental health services.
- ✓ **Psychiatric Inpatient Hospitalization:** 24-hour intensive inpatient psychiatric treatment
- ✓ **Assessment and Evaluation:** telephone screening performed by licensed clinicians, followed by an assessment at the appropriate treatment site.
- ✓ **Individual, family and group therapy:** Following assessment by the Access Team, individual, family and group therapy may be provided by either private providers or county clinics.
- ✓ **Medication Evaluation and Treatment services:** Following assessment by the Access Team, medication evaluation and treatment may be provided by private providers, county clinics, or referral to community primary care providers.
- ✓ **Crisis and Emergency Services:** In crises situation you may call either 911 or Mobile Crisis Team at 1-888-866-1649.
- ✓ **Case Management:** beneficiaries who receive services from a county clinic are assigned a case manager who will be a primary contact person and will assist with meeting goals and coordinating needs.
- ✓ **Rehabilitation Services:** Activities designated to help you develop your social, financial, recreational, vocational, and life skills.
- ✓ **Residential Services:** Mental Health services provided in a 24-hour residential setting for long term and transitional living.
- ✓ **Therapeutic Behavioral Services (TBS):** Providing short term one on one intensive behavioral support as part of a comprehensive plan of care.
- ✓ **Supported Housing:** Services providing a higher level of mental health care and treatment.
- ✓ **ACT-Assertive Community Treatment:** Providing the highest level of care to beneficiaries with serious mental illness.

Important Telephone Numbers and Links

Access Team and CARES Mobile Crisis

(toll free) 1-888-868-1649
Available 24/7

Beneficiary Concerns

805-681-4777

Patients' Rights Advocate

South County: (805) 681-4735
North County: (805) 934-6548

Available at
[countyofsb.org/
behavioral-
wellness](http://countyofsb.org/behavioral-wellness)

- ✓ **Beneficiary Information**
- ✓ **Patients' Rights**
- ✓ **Consumer Resources**
- ✓ **Frequently Asked Questions**

Santa Barbara County Mental Health Plan

Member Services



- ✓ Available Services
- ✓ How to Obtain Services
- ✓ Filing a Grievance
- ✓ Costs
- ✓ Obtaining a Second Opinion
- ✓ Confidentiality
- ✓ Changing Providers/Clinicians
- ✓ Psychiatric Emergencies
- ✓ Important Telephone Numbers



How May I Obtain Services?

If you are seeking specialty mental health care for yourself or someone else who is experiencing mental illness or emotional problems call the **Access Team, (toll free) 1-888-868-1649**. A licensed clinician on the Access Team will complete an evaluation and make appropriate referral for you to receive necessary services. You have a right to a list of available providers, agencies and their specialties, which include alternatives and options for cultural and linguistic services. You have a right to receive services in your native language.

To obtain this list, call the Access Team number 1-888-868-1649 or Beneficiary Concerns, 805-681-4777.

Linguistic services are provided at no cost to you. All services, except those provided in an emergency setting, require preauthorization through the Access Team.

Medi-Cal beneficiaries and non-insured clients will not be charged for psychiatric emergency services that include psychiatric hospitalization. However, **the Department of Behavioral Wellness is not responsible for any other costs incurred such as non-psychiatric hospital charges, lab works and AMR transportation to hospital.**

What if I have a psychiatric emergency?

If you are experiencing a psychiatric emergency involving the possibility of immediate danger, call 911. In other situations contact Mobile Crisis Team at 1-888-868-1649.

Will my services be confidential?

Confidentiality of mental health information is maintained pursuant to all applicable State and Federal laws/regulations.

What if I want to change my provider or clinician?

If you are not satisfied with your therapist or clinic, you are encouraged to discuss this with the clinical staff and program supervisor. Should you wish to change clinic or therapist, complete a "Change of Clinician Form" and submit it to the program supervisor. Requests for a change of clinicians are routinely accommodated and are not considered grievances. Changes of clinician forms are found in the waiting room of each Behavioral Wellness Department Outpatient Clinic. You may also obtain this form by calling Beneficiary Concerns, 1-805-687-4777.

If your request is denied, you have a right to appeal a treatment team's decision. Appeal form is also available in the waiting rooms of our clinics or by calling Beneficiary Concerns.

What if I have a grievance?

If you have a problem with services, you may verbally or in writing make a grievance without experiencing any penalty, discrimination, sanction or restriction.

You are encouraged to discuss issues regarding mental health services directly with the clinician, case manager, doctor, or clinic supervisor/manager. Most problems can be resolved on an informal basis by talking to those who are directly involved and who might be able to help. If this is not satisfactory you have a right to file an official grievance with Beneficiary Concerns by calling 805-681-4777

or by filing a grievance form you can find in the waiting room of outpatient clinics. Provider Network clients may direct their grievances directly to Beneficiary Concerns.

Is there a cost?

These services are covered by your Medi-Cal benefit, except where limited by aid-code restrictions. If you have a share of cost (SOC) Medi-Cal, you are responsible for the monthly SOC amount. If you have any questions regarding your Medi-Cal status please contact your eligibility worker. If you are uninsured and your mental health screening indicates that you are eligible for services, personal financial information will be obtained by a method developed by the State of California Department of mental Health. This method is called "Uniformed Method for Determining ability to Pay" or UMDAP. The result of this process determines what your personal financial obligation is when you receive services. A Patient representative is available to assist you in understanding and completing this process. You will be provided with written information regarding your obligation to pay for services.

May I request a second opinion?

You may request a second opinion on the need for specialty mental health services by completing the request for Second Opinion Form available at each treatment site or by calling 805-681-4777.

Whom may I contact for more information?

If you need assistance with a grievance, appeal, change of clinician form, advance directive or State fair Hearing, you may request a help from **Beneficiary Concerns**, 805-681-4777 or from the **Patients' Rights Advocate**, South County: (805) 681-4735; North County: (805) 934-6548.



SANTA BARBARA COUNTY
DEPARTMENT OF
Behavioral Wellness
A System of Care and Recovery