



### How to obtain services:

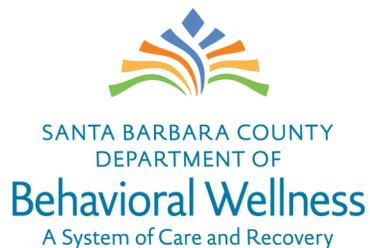
- ✓ If an individual is experiencing a mental health crisis that places anyone in immediate danger, call 911.
- ✓ If an individual is experiencing a mental health crisis that does not involve immediate danger, and if the person in crisis has insurance coverage through a health plan, call the health plan to get a referral to a covered mental health provider.
- ✓ For all others, call the 24-Hour Toll-Free Access Line at **(888) 868-1649**. The call is toll-free, and someone will answer to assist you 24 hours per day, seven days per week.

### Important Phone Numbers:

Santa Barbara Children's Clinic, 884-1600  
Santa Barbara Adult Clinic, 681-5190  
Santa Maria Children's Clinic, 934-6385  
Santa Maria Adult Clinic, 934-6380  
Lompoc Children's Clinic, 737-6600  
Lompoc Adult Clinic/Crisis Services  
737-6690  
Psychiatric Health Facility (PHF)  
681-5244  
CARES South (Adults), 884-6850  
CARES North (Adults), 739-8700  
SAFTY Children's Crisis Line,  
1-888-334-2777  
Alcohol and Drug Program, 681-5440  
CenCal Health, 877-814-1861



# Obtaining Behavioral Health Services in Santa Barbara County



805-681-5220

countyofsb.org/behavioral-wellness  
24/7 ACCESS Line  
888-868-1649

# Frequently Asked Questions

## How do I find mental health or substance use disorder services?

If you are experiencing a mental health crisis	Call Behavioral Wellness, 888-868-1649.
If you are a Medi-Cal beneficiary with severe mental illness and/or substance use disorder	Call Behavioral Wellness, 888-868-1649.
You are a Medi-Cal beneficiary with mild or moderate mental illness	Call CenCal Health, 877-814-1861.
If you have Covered California	Contact your insurance plan.
If you have private insurance	Contact your insurance plan (Blue Cross, Aetna, etc.) or your doctor.

## Does Behavioral Wellness serve all people with mental illness in Santa Barbara County?

No. Behavioral Wellness serves Medi-Cal beneficiaries who are adults with severe mental illness and children with serious emotional disturbance. We also serve people experiencing mental health crises.

## I am not a legal resident and/or I don't have insurance. Who will help me?

If you are not sure about your eligibility for services and have severe mental illness or serious emotional disturbance, call the Access Line for Help, 1-888-868-1649.

## Who qualifies for Medi-Cal?

Medi-Cal covers low-income adults, families with children, seniors, persons with disabilities, children in foster care as well as former foster youth up to age 26 and pregnant women.

## What health insurance plans does Behavioral Wellness accept?

We accept Medi-Cal.

## I have Medi-Cal, but my mental illness is not considered "severe." I still need assistance. Who will help me?

If you have been screened by the Access Team or another clinician and found not to have severe mental illness, you may be referred to CenCal Health, which provides mental health services for individuals with mild-to-moderate illness.

## I don't have Medi-Cal. Who will help me?

It depends on your insurance plan. Covered California is the new health insurance marketplace that makes it possible for individuals and families to get free or low-cost health insurance through Medi-Cal or help paying for private health. Other private insurance plans are also required to provide mental health services.

## What's the difference between Medi-Cal and Covered California?

Medi-Cal and Covered California both offer mental health coverage. If you qualify for Medi-Cal, your health care will be free or at a lower cost to you and your family. Medi-Cal plans and Covered California plans both offer a similar set of important benefits, called "essential health benefits."



## How may I find out if I'm qualified for Medi-Cal or Covered California?

It depends on your income. You may apply online. A single application will let you know if you qualify for Covered California or Medi-Cal coverage. Apply here: <http://www.coveredca.com/apply/> Also see the income table above.

## I have private insurance, but I'm not receiving the mental health services I want. What should I do?

The Mental Health Parity and Addiction Equity Act requires fairness between mental health and/or substance use disorder benefits and medical/surgical benefits. If your private insurance plan is not providing the mental health and/or substance use disorder services you feel you need, contact the plan's patients' rights advocate or ombudsman.

If you have Medi-Cal and are unhappy with your services, you may request a different clinician, file a grievance, and/or contact a patients' rights advocate.