

WHEN DOES A PERSON NEED HELP?

- Severe feelings of sadness, hopelessness, severe anxiety or panic attacks, crying spells
- Extreme mood swings with impulsive dangerous or bizarre behavior
- Serious behavior problems with a child
- Mental health problems affected by substance abuse
- Suicidal thoughts and self harm
- Giving away one's belongings
- Threatening to kill or hurt oneself or others
- Hearing or seeing things others believe are not there

FOR MENTAL HEALTH EMERGENCY

- ⇒ Call 911 or go to an emergency room
- ⇒ Call your doctor or mental health provider
- ⇒ Call the **Access & Crisis Line** at 1-888-724-7240

FOR AFTER HOURS/WEEKEND

Adults: 1-888-724-7240
Children: Emergency Screening Unit (ESU): 619-876-4502

NEED MORE INFORMATION?

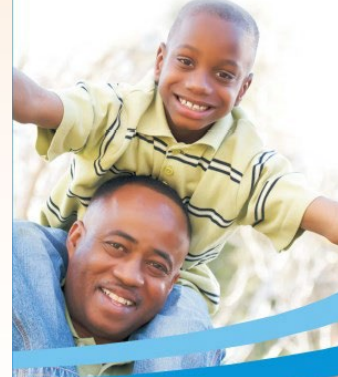
If you would like more information about your rights, the Grievance and Appeal Process or other State requirements, please ask your provider for the **MHP Beneficiary Handbook** or find it online at www.optumsandiego.com under the **Beneficiary** section.

Mental Health Plan (MHP) Specialty Mental Health Services

Specialty mental health services are provided through the County of San Diego Mental Health Plan, which is separate from your physical health care. The Mental Health Plan is committed to providing quality mental health services to eligible adults, older adults, and children experiencing serious and persistent mental health problems. Mental health services are confidential and are based on the belief that people can, and do, recover from mental illness. Even though asking for help with mental health problems may be a challenge, help is just a phone call away.



LIVE WELL SAN DIEGO



For more information or help with mental health problems, call the toll-free **Access and Crisis Line:**

1-888-724-7240

Deaf Community call 711 (TTY)

Counselors are available 24 hours, 7 days/week and can answer your questions and provide referrals and resources for mental health care.



COUNTY OF SAN DIEGO
**HEALTH AND HUMAN
SERVICES AGENCY**

**County of San Diego Board of
Supervisors**

can be accessed here:

<https://www.sandiegocounty.gov/general/boards.html>

Chief Administrative Officer

can be accessed here:

<https://www.sandiegocounty.gov/content/sdc/cao.html>

Health and Human Services Agency

https://www.sandiegocounty.gov/hhsa/hhsa_directors_office/index.html

Behavioral Health Services

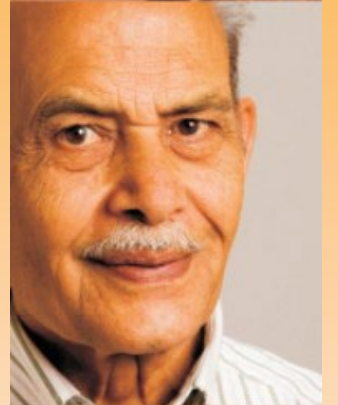
Adult/Older Adult &
Children, Youth & Families
Director, Luke Bergmann, Ph.D.



www.up2sd.org

QUICK GUIDE

A Quick Guide to Mental Health Services For Adults, Older Adults and Children



MENTAL HEALTH PLAN SPECIALTY MENTAL HEALTH SERVICES

- For people with Medi-Cal, limited insurance or no insurance
- For children, youth, families, young adults, adults, and older adults
- Available county wide
- Culturally diverse care to communities
- Provides interpreter and language help
- Continuity of care from previous health plan provider to new health plan provider

YOUR RIGHTS UNDER THE MENTAL HEALTH PLAN

- ◆ Be treated with dignity and respect in a language you understand
- ◆ Get information about treatment options and alternatives
- ◆ Make decisions about your care
- ◆ Get information materials about services covered by the MHP
- ◆ Request and receive a copy of your medical records and request that they be changed or corrected
- ◆ Get specialty mental health services
- ◆ Be free from restraint or seclusion as specified in federal rules
- ◆ Right to refuse treatment

TYPES OF SERVICES AVAILABLE

- ◆ Mental health assessments
- ◆ Group and Individual rehabilitation
- ◆ Group and Individual therapy
- ◆ Crisis Intervention
- ◆ Crisis Stabilization
- ◆ 24 hour psychiatric emergency care
- ◆ Medication support services
- ◆ Integrated services for mental health and substance abuse
- ◆ Client and family peer support services
- ◆ Inpatient psychiatric care
- ◆ Adult residential care
- ◆ Case Management and conservatorship
- ◆ Services to homeless persons
- ◆ Recovery Clubhouses
- ◆ Vocational and employment services
- ◆ Children's outpatient school-based services
- ◆ Day treatment, wraparound and therapeutic behavioral services for children
- ◆ Therapeutic Foster Care services



COUNTY OF SAN DIEGO
**HEALTH AND HUMAN
SERVICES AGENCY**

HELP FOR PROBLEM RESOLUTION

A patient advocate can help if you are not satisfied with your mental health care.

For problems with inpatient or 24-hour residential services, call:

**Jewish Family Services Patient
Advocacy Program at
(619) 282-1134 or 1-800-479-2233.**

For problems with outpatient and any other type of mental health services, call:

**Consumer Center for Health
Education and Advocacy (CCEHA)
toll-free at 1-877-734-3258.**

NOTICE OF ADVERSE BENEFIT DETERMINATIONS

If you have a grievance about your mental health care, want to appeal a decision that you do not agree with, or want to find out the status of an appeal or grievance, you may contact one of the agencies listed above. Medi-Cal beneficiaries have access to services and rights as specified in State and Federal regulations.

You may request an expedited resolution of an appeal if you believe the standard process could jeopardize your life, health, or ability to attain, maintain or regain maximum function.



HELPFUL NUMBERS

Access & Crisis Line: 1-888-724-7240

Deaf Community: call 711 (TTY)

NAMI San Diego: (619) 543-1434

Dial 2-1-1 for Resources & Referrals

Mental Health America: (619) 543-0412

MHP Administration: (619) 563-2700

Veterans Crisis Line: 1-800-273-8255

Suicide and Crisis Lifeline: 988

INTERNET RESOURCES

www.sdcounty.ca.gov
www.optumsandiego.com
www.211sandiego.org
www.ssa.gov
www.ssa.gov/disability
www.MentalHealth.gov
Ok2Talk.org