

Q. Quick Reference

| DIRECTORY | |
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| 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 2023.calmhsa.org at 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 MHP 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 |
| MHP 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) | |
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| Clinical-Access and Crisis Line | Phone: (619) 641-6802 TDD/TTY: (619) 641-6992 |
| Optum Administrative Services for MHP | Phone: (619) 641-6800 Fax: (619) 641-6801 |

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| 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/ |
| CalMHSA Live Chat Support | https://2023.calmhsa.org/live-chat-support/ |
| 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/ |

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| 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 |