Q. Quick Reference

EHR Contacts	
SmartCare ARF Submissions & Access related issues	Email: BHS_EHRAccessRequest.HHSA@sdcounty.ca.gov
CalMHSA Help Desk (SmartCare System issues)	Live Chat & Submitting Tickets: https://2023.calmhsa.org/live-chat-support/ After-Hours Support (only for system outages): Phone: (916) 214-8348
EHR Support (SmartCare support questions that cannot be addressed by the CalMHSA Support Desk)	Phone: (619) 584-5090 Email: EHRSupport.BHS@sdcounty.ca.gov
Data Science – (Reports and Data Questions)	Email: BHS-DataScience.HHSA@sdcounty.ca.gov
COSD BHS Contacts	
BHS Email Communications & Meeting Invitations	Specialty Mental Health Services Communications SmartCare Communications & Mtg Invites
COSD Ethics and Compliance Hotline	Phone: (866) 549-0004
County Health Information Management Dept. (HIMD)	Phone: (619) 692-5700 Option #3 (Medical Record Requests)
COSD BHS Administrative Office	Phone: (619) 563-2700 Address: 3255 Camino del Rio South, San Diego, CA 92108
Director of Behavioral Health Services	Phone: (619) 563-2700
Medical Director	Phone: (619) 563-2700

Mental Health Billing Unit	Phone: (619) 338-2612 Email: MHBillingUnit.BHS@sdcounty.ca.gov Fax: (858) 467-9682
Quality Assurance Unit (Questions related to documentation guidelines, DHCS regulations or policy)	Email: QIMatters.BHS@sdcounty.ca.gov Fax: (619) 236-1953
OPTUM (Administrative Services Organization)	
Optum San Diego	www.optumsandiego.com BHS Provider Resources - SMH & DMC-ODS Health Plans
San Diego Access and Crisis Line (ACL)	Phone: 1-888-724-7240 TDD/TTY: 711 English TTY/Voice: 800-855-7100 Spanish TTY/Voice: 800-855-7200 7 days a week/24 hrs a day
Optum Support Desk	Phone : (800) 834-3792 Email: SDHelpdesk@optum.com
Optum Provider Line	Phone: (800) 798-2254 Option #7
Member Advocacy Organizations	
Consumer Center for Health Education and Advocacy (CCHEA)	Phone: (877) 734-3258 TTY 1-800-735-2929
Jewish Family Services Patient Advocacy Program (JFS)	Phone: (800) 479-2233
Interpreter Services	
Deaf Community Services – Videophone	Videophone: 619-550-3436
Interpreter's Unlimited	Phone: (800) 726-9891

Internet Resources	
County of San Diego	www.sdcounty.ca.gov
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/LawsandRegulations.aspx
California Department of Health Care Services (DHCS)	www.dhcs.ca.gov
California Medi-Cal Website	www.medi-cal.ca.gov
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 Healthcare	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