

BHCS Alameda County Behavioral Health Care Services

Behavioral Health Plan Behavioral

Member Handbook for Alameda County Medi-Cal Recipients Needing Behavioral Health Services

Telephone | (800) 491-9099 Plan

4th Edition

IMPORTANT INFORMATION

If you need assistance translating this information into your home language, please call | (800) 491-9099.

INFORMACIÓN IMPORTANTE

Si necesita ayuda para traducir esta información al español, por favor llame al número | (800) 491-9099.

ដំណឹងសំខាន់

បើអ្នកត្រូវការជំនួយក្នុងការបកប្រែ
ដំណឹងនេះជាភាសាខ្មែរ សូមអ្នកទូរស័ព្ទមកកាន់លេខ :
| (800) 491-9099

اطلاعات مهم

اگر برای ترجمه کردن این اطلاعات به فارسی
احتیاج به کمک دارید
به این شماره تلفن کنید :
| (800) 491-9099

중요한 정보

이 정보에 대한
한국어 안내가 필요하시면 전화해 주십시오:
| (800) 491-9099

ຂ່າວສານສຳຄັນ

ຫາກທ່ານຕ້ອງການຄວາມຊ່ວຍເຫລືອ
ໃນການແປກ່າວສານນີ້ເປັນພາສາລາວ
ກະຮຽນາຕິດຕໍ່
| (800) 491-9099

CHỈ DẪN QUAN TRỌNG

Nếu bạn cần được giúp đỡ để
dịch tài liệu này qua tiếng Việt, xin bạn gọi về số:
| (800) 491-9099

重要資訊

如果您需要幫助
將這些資訊翻譯成中文請洽詢：
| (800) 491-9099



Dear Member,

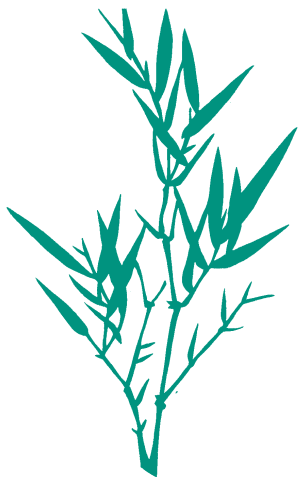
Welcome to the Alameda County Behavioral Health Plan (BHP). The BHP is a program of Alameda County Behavioral Health Care Services.

When you have Medi-Cal in Alameda County, you become eligible for the Alameda County Behavioral Health Care Services BHP program. You may never need any of these services, but if you do, we are here to help.

Please read this handbook carefully.

We do not pay for or provide medical services. We also cannot help you with SSI or welfare forms. Please do not call us for these needs.

As your Behavioral Health Plan, we have certain responsibilities. As a member, you also have responsibilities. We have psychiatrists, therapists, and other staff in our program. Usually we will refer you to one of these people for services. We may also suggest other places that are not part of our BHP where you can get help.



Our goals are to:

- 🌿 Help you get the service that you need.
- 🌿 Work with your psychiatrist or therapist for the care that is best for you.
- 🌿 Be sensitive to your needs.

We expect you to:

- 🌿 Choose your psychiatrist or therapist from our BHP.
- 🌿 Call your psychiatrist or therapist for appointments and consider the advice you receive.

ACCESS: Our Member Helpline

Our member helpline is called ACCESS. It can answer your questions about finding the right services for you. It is open 24 hours a



day, seven days a week. Call us if you have any questions. The phone number is **1 (800) 491-9099** or **(510) 346-1000**.

Staff at ACCESS speaks languages in addition to English. We have translators to help you if you do not speak English. We can also help if you have trouble seeing or hearing.

ACCESS will help you:

- 🌿 Get answers to your questions about Mental Health and Alcohol and Drug Treatment Services.
- 🌿 Find out what services are available.
- 🌿 Decide what kind of service you need.
- 🌿 Choose a psychiatrist or therapist near you.
- 🌿 Get mental health or substance abuse treatment for your children.
- 🌿 Learn about services for special needs.

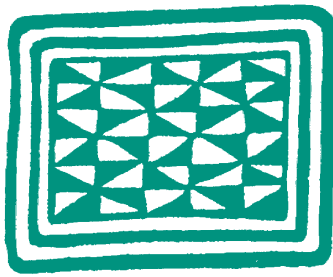


- 🌿 Figure out any problems you may have in getting our services.

What Services Can You Get?

The Alameda County Behavioral Health Plan helps you receive and pay for the following services:

- 🌿 **Intake:** This is when you first visit a service site and give basic facts about yourself to staff.
- 🌿 **Screening:** Staff will get more information from you to learn about your need, the best way to meet your need, and where best to get services.
- 🌿 **Hospital care:** Staff may suggest that you stay in a hospital that will care for you 24 hours a day.
- 🌿 **Outpatient services:** You may make an appointment to see a psychiatrist or therapist in his or her office for help with your illness.
- 🌿 **Psychiatric emergency or crisis:** You may use this service 24 hours a day whenever you need help and



cannot wait for an appointment with a psychiatrist, therapist, or other mental health services.

- 🌿 **Medicine:** Staff may suggest that you meet with a psychiatrist who may recommend medicine to help you for a period of time.
- 🌿 **Children and youth:** Children may see a psychiatrist or therapist who knows how to work well with children and their families.

Emergencies

The BHP pays for psychiatric emergency services. If you have an emergency, you must act quickly. Call **911** or go to the nearest hospital. If you are not sure it is an emergency, call ACCESS at **1 (800) 491-9099**.

If you need other mental health and alcohol and drug treatment after you have had emergency care, call us at **1 (800) 491-9099**. We will help you get an appointment.



Out-of-County Services

ACCESS will help you get non-emergency services when you are not in Alameda County. If you have an emergency while you are away from Alameda County, the BHP will pay for your emergency psychiatric services.

The BHP program does not cover alcohol and drug services outside of Alameda County. The county you are in may help pay for these kinds of services.

Please tell ACCESS about the out-of-county services that you receive as soon as you can.

Medicine

Medi-Cal may pay for the medicines that your psychiatrist advises for you. You will need a written prescription from your psychiatrist for these medicines.



Privacy

The BHP protects your privacy. We will not give out information about you or your treatment unless you give us permission or unless allowed by law. For example, we may need to give out information if it is important for your emergency care.

Member's Rights

You have the right to:

- 🌿 Receive services at times and places that are good for you.
- 🌿 Ask for services where staff understands your culture and speaks your language.
- 🌿 Receive culturally competent services.
- 🌿 Be treated with courtesy, dignity, and respect.
- 🌿 Know all about your illness.
- 🌿 Participate in decisions about your treatment.



- ❧ Have questions about your illness or care answered before treatment begins and while you are in treatment.
- ❧ Refuse non-emergency treatment and know what may happen if you refuse treatment.
- ❧ Expect that your records and anything you say to your psychiatrist or therapist/counselor will be private. Information will not be given out without your permission unless allowed by law.
- ❧ Choose the psychiatrist or therapist you prefer from our program.
- ❧ Express your dissatisfaction to the BHP about services and get an answer in a reasonable amount of time.
- ❧ Review your records or get a summary.
- ❧ Request that your records be amended.



- ✎ Get a second opinion about any care that you have received or that is being recommended.
- ✎ Be informed about BHP's rules and any changes that are made.
- ✎ Be free of any form of restraint or seclusion used for coercion, discipline, convenience, or retaliation.
- ✎ Receive information on your rights and the benefits you may receive.
- ✎ Receive information on the types and levels of services you may receive.
- ✎ Receive available and accessible services.

Member's Responsibilities

You have the responsibility to:

- ✎ Treat others with respect and dignity.
- ✎ Tell your psychiatrist or therapist/counselor about your problems and ask questions.



- 🌿 Make and keep appointments, be on time, and call if you must cancel.
- 🌿 Tell your psychiatrist or therapist if you don't agree with a treatment or want to stop services.
- 🌿 Study and follow BHP rules.

If You Have a Grievance

The BHP wants you to get the best care possible! If something goes wrong, we want to know. Either tell your psychiatrist or therapist, program supervisor or program director. You may also call our Consumer Assistance Desk at **1 (800) 779-0787** where you can get help with your concerns.

A friend, family member, or psychiatrist can communicate your concerns for you. If needed, the BHP will get someone to help you by translating if you do not speak English.



Grievance Process

The BHP works to help with your grievance quickly. You have the right to a formal, written grievance process. The BHP Grievance/Appeals Committee will review your grievance. Our Consumer Assistance Desk at **1 (800) 779-0787** will help you prepare your grievance to present to the committee. You may have another person act or speak for you at any time. No one will treat you wrongly for reporting your grievance.

The State Fair Hearing

You have the right to ask for a State Fair Hearing when the BHP tells you that you cannot have a service that you have requested or that you have been getting or that the service you have been getting will be less or ending. You can also ask for a Fair Hearing if the BHP fails to provide timely services or to act within the allowed time regarding



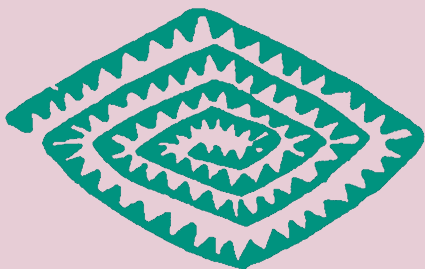
your grievance or appeal. The BHP will give you a Notice of Action when these actions happen. You have the right to appeal any time before, during, or within 90 days after you finish the grievance process.

To ask for a hearing, fill out the Request for State Fair Hearing form, or call the Public Inquiry and Response Unit at **1 (800) 743-8525**.

The BHP will continue to pay for services that you have been getting if your form is filed within 10 days of the mailing or personal delivery of the Notice of Action. There is more information in writing on the Notice of Action form.

Getting a Second Opinion or Changing Your Psychiatrist

If you need a second opinion about your condition, the services you need, or you wish to change your psychiatrist or therapist, please call ACCESS at **1 (800) 491-9099**.



**For More
Detailed Information**

If you would like a more detailed description of the information enclosed in this handbook, please contact ACCESS at **1 (800) 491-9099**.

**Alameda County
Behavioral Health Care Services
Behavioral Health Plan**

A Department of
Alameda County Health Care Services Agency

