

## Medi-Cal Services for Children and Young Adults:



### Early & Periodic Screening, Diagnosis & Treatment Mental Health Services

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**This notice is for children and young adults (under age 21) who qualify for Medi-Cal EPSDT services and their caregivers or guardians**

### What are EPSDT Services?

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- EPSDT mental health services are Medi-Cal services that correct or improve mental health problems that your doctor or other health care provider finds, even if the health problem will not go away entirely. EPSDT mental health services are provided by county mental health departments.
- These problems may include sadness, nervousness, or anger that makes your life difficult.
- **You must be under age 21 and have full scope Medi-Cal to get these services.**

### How to get EPSDT Services for yourself (under age 21) or your child

Ask your doctor or clinic about EPSDT services. You or your child may receive these services if you and your doctor, or other health care provider, clinic (such as the Child Health and Disability Prevention Program), or county mental health department agree that you or your child need them. You may also call your local county mental health department directly. The call is free.

## Types of EPSDT Services

Some of the services you can get from your county mental health department are:

- Individual therapy
- Group therapy
- Family therapy
- Crisis counseling
- Case management
- Special day programs
- Medication for your mental health

Counseling and therapy services may be provided in your home, in the community, or in another location.

Your county mental health department, and your doctor or provider will decide if the services you ask for are medically necessary.

**County mental health departments *must* approve your EPSDT services.**

Every county mental health department has a toll-free phone number that you can call for more information and to ask for EPSDT mental health services.

### What are EPSDT Therapeutic Behavioral Services?

Therapeutic Behavioral Services (TBS) are an EPSDT specialty mental health service. TBS helps children and young adults who:

- Have severe emotional problems;
- Live in a mental health placement or are at risk of placement; or
- Have been hospitalized recently for mental health problems or are at risk for psychiatric hospitalization.

If you get other mental health services and still feel very sad, nervous, or angry, you may be able to have a trained mental health coach help you. This person could help you when you have problems that might cause you to get mad, upset, or sad. This person would come to your home, group home or go with you on trips and activities in the community.

Your county mental health department can tell you how to ask for an assessment to see if you need mental health services including TBS.

### **Who can I talk to about EPSDT mental health services?**

Your doctor, psychologist, counselor, social worker, or other health or social services provider can assist you with finding EPSDT mental health services. For children and young adults in a group home or residential facility, talk to the staff about getting additional EPSDT services.

For children in foster care, consult the child's court-appointed attorney. You can also call your county mental health department directly. (Look in your phone book for the toll-free telephone number, or call the Department of Health Care Services Mental Health Ombudsman's Office).

### **What if I don't get the services I want from my county mental health department?**

You can file an appeal with your county mental health department if they deny the EPSDT services requested by your doctor or provider. You may also file an appeal if you think you need mental health services and your provider or county mental health department does not agree.

Call the county mental health department's toll-free number to talk to a Problem Resolution (grievance/appeal) coordinator for information and help. You may also call the county patients' rights advocate, or the Department of Health Care Services, Mental Health Ombudsman Office.

You can ask for a state hearing within 90 days after exhausting the county mental health department's appeal process by doing one of the following:

- **Call:** 1-800-952-5253, or  
for TTY 1-800-952-8349;
- **Fax:** 916-651-5210; or 916-651-2789
- **Write:** California Department of Social Services,  
State Hearings Division  
P.O. Box 944243, Mail Station 9-17-37  
Sacramento, CA 94244-2430.

### **Need More Information?**

If you or your family need more information about the EPSDT Services provided through Alameda County BHCS, please contact the following:

- **Alameda County ACCESS:**  
1-800-491-9099
- **Health Insurance HELP LINE**  
1-888-346-1605
- **Health Care Services Agency general public health insurance enrollment support:**  
(800) 422-9495
- **Housing Services Office:**  
Phone: (510) 777-2112  
Fax: (510) 567-8147
- **Problem Resolution (grievance/appeal)**  
1-800-799-0787
- **Disability Rights California**  
1-800-776-5746
- **Department of Health Care Services  
Mental Health Ombudsman's Office**  
1-800-896-4042
- **Department of Health Care Services website**  
[www.dhcs.ca.gov](http://www.dhcs.ca.gov)