

Mendocino County Health & Human Services Agency

**Behavioral Health & Recovery Services
Mental Health Plan**



Mental Health Plan (MHP)

Mental Health Plan 24 hour Access Line

1-800-555-5906 (Toll Free)

Crisis Line 24 Hour Access Line

1 (855) 838-0404 (Toll Free)

This form is available in large print and audio.

Please see the receptionist or call

1-800-555-5906.

Sí Usted Habla Español. Esta información está disponible en español, por favor vea la recepcionista o llame 1-800-555-5906

The following information will describe how to receive services and what services are available in the Mendocino County Mental Health Plan (MHP). If after reading this brochure, you have further questions you may call 800-555-5906 (toll free).

Guide to Medi-Cal Mental Health Services and Provider List

A full beneficiary booklet detailing more information about the MHP and your rights is available in the lobby of each Mental Health (MH) provider site. A list of Mental Health providers that offer alternative and options of cultural / linguistic services is also available in the lobby and upon request. If you want a copy of this booklet or provider list, you may make a request for it at any Mental Health Provider site or call 800-555-5906 or write to the MHP Quality Assurance Performance Improvement (QAPI) at 1120 South Dora Street, Ukiah CA 95482 and request a booklet be mailed to you.

How do I get Mental Health Services?

For Psychiatric Emergency Services: call the Mental Health Crisis Line at (855) 838-0404 (toll free 24 hours a day) or go to the nearest emergency room.

When out of county, MHP members should contact the nearest local Mental Health Department. For a life threatening emergency call 911 or go to the nearest emergency room.

Crisis Center addresses:

Fort Bragg

544 S. Main Street, Fort Bragg

Ukiah

350 E. Gobbi Street, Ukiah

For Routine Services: The Mendocino County Mental Health Plan Access Centers or Access Line is the point of entry for Mendocino County Mental Health Plan services. If you think that you, a family member or friend needs mental health services call the Mendocino County Access line at 800-555-5906. If you prefer, you can also make an appointment in person or by mail at the nearest Mendocino County MHP authorized provider.

What Services are available?

The Mendocino County Mental Health Plan provides services for Adults and Children.

Acute Services: Crisis and acute inpatient hospitalization for individuals who are in need of mental health treatment and evaluation. Crisis contacts may be made through any MHP Access Center either by phone or walk in. Crisis Services are available 24 hours a day 7 days a week. Acute inpatient hospitalization is available through contract hospitals.

Outpatient Services: In addition to the Psychiatric Emergency services we offer Case Management services, Medication Services, Adult Services, Youth and Family Services, Dual Diagnosis Services, CalWorks (services supportive of entering the work force), Forensic Mental Health Services, Older Adult Services, Therapeutic Behavioral Services, Intensive Care Coordination, Intensive Home Based Services, WRAP Around and therapy through our contract Provider Network for eligible clients.

Problem Resolution Process

Clients are encouraged to discuss their concerns regarding their mental health services directly with their provider or with the providers' supervisor. Clients may also contact the MHP QAPI department at (707) 472-2309.

Grievances, Appeals, or Expedited Appeals

No beneficiary shall be subject to any penalty for filing a grievance, appeal or expedited appeal.

To file a grievance, appeal, or expedited appeal call (707) 472-2309, or mail a grievance form to, Mental Health Plan, 1120 South Dora Street, Ukiah CA 95482. The Patients Right Advocate can assist you in preparing and filing a Grievance, Appeal and Expedited Appeal (707) 463-4614.

You may obtain a Grievance /Appeal form and self-addressed envelope at any Mendocino County Mental Health Plan provider site. You should be able to obtain a Grievance/Appeal form without having to ask for one.

The MHP problem resolution process is explained in more detail in the [Beneficiary Handbook - Specially Mental Health Services](#) available to you at your request. For more information regarding Problem Resolution process you may also obtain a *Grievance and Appeal Process* brochure through the MHP.

Suggestions

Beneficiary suggestions and opinions are an important part of providing quality care. Mendocino County Mental Health conducts surveys and has placed suggestion boxes in most mental health service areas in the County to obtain information that is incorporated in planning and training. You are encouraged to give ideas for improvement to staff where you receive treatment or send your suggestions to: MH QAPI Unit, 1120 S. Dora Street, Ukiah CA 95482.

Responsibilities of the MHP

- Provide access to medically necessary mental health services
- Ensure there are providers to serve the needs of the members
- Work with you and your provider to ensure quality mental health services
- Respond to the needs of our members, both adults and children
- Treat you in a respectful and courteous manner
- Protect your rights under the Mental Health Plan

Responsibilities of the MHP Members

- Call your local Mental Health provider or the Access Center directly at 800-555-5906 when you need mental health services
- Ask your provider or call the MHP at 800-555-5906 (toll free) when you have questions about services
- Call your provider at least one day in advance if you are going to miss a scheduled appointment.
- Advise your provider of all your current insurance carriers.

- Follow the plan of care you have agreed to with your provider
- Get necessary prescriptions renewed before they run out.
- Ask your provider to explain your treatment whenever there is something you do not understand
- If you get medications that do not work or have unpleasant side effects, contact your Physician
- Tell your mental health provider if you are getting other health care or taking any medication (including non-prescribed or illegal drugs)

Confidentiality

Mental Health Staff, contracted agencies and providers follow legal procedures to provide confidentiality of your services and records. In the event that you want copies of your records you may make a written request from your provider or a formal request through the Medical Records Officer, 1120 South Dora Street, Ukiah CA 95482. Mendocino County has a specific form to allow for these requests available from your provider.

Change of Provider

You may obtain a formal request form for a change of provider at any Mental Health Plan provider. Whenever possible the Mendocino County Mental Health Plan will, at the request of the client, allow for a change of provider. The MHP may limit the choice to a contract provider with the MHP or the Mendocino County Mental Health Department.

Second Opinion

When accessing Specialty Mental Health Services, you have the right to a second opinion at no additional cost to you when the MHP or its providers determine that the medical necessity criteria to receive Specialty mental Health Services have not been met and that you, therefore, are not entitled to any specialty mental health services from the MHP.

You can make a second opinion request in writing or verbally. Your request for a second opinion will be reviewed by the QAPI staff who will respond to you within ten (10) days and work with you to determine if your request requires a face-to-face meeting with another provider and assist in arranging it.

English

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-555-5906 (TTY: 1-800-735-2929).

Español (Spanish)

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-555-5906 (TTY: 1-800-735-2929).

繁體中文(Chinese)

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-555-5906（TTY： 1-800-735-2929）

Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-555-5906 (TTY: 1-800-735-2929).

한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-555-5906 (TTY: 1-800-735-2929) 번으로 전화해 주십시오.

Tagalog (Tagalog – Filipino)

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-555-5906 (TTY: 1-800-735-2929).

Hmoob (Hmong)

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-800-555-5906 (TTY: 1-800-735-2929).

Русский (Russian)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-555-5906 (телетайп: 1-800-735-2929).

فارسی (Farsi)

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما تماس بگیرید. 1-800-555-5906 (TTY: 1-800-735-2929) فراهم می باشد. ب

日本語 (Japanese)

注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。1-800-555-5906 (TTY:1-800-735-2929) まで、お電話にてご連絡ください。

हिंदी (Hindi)

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-555-5906 (TTY: 1-800-735-2929) पर कॉल करें।

Հայերեն (Armenian)

ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Չանգահարեք 1-800-555-5906 (TTY (հեռատիպ)՝ 1-800-735-2929):

ਪੰਜਾਬੀ (Punjabi)

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ 1-800-555-5906 (TTY: 1-800-735-2929) 'ਤੇ ਕਾਲ ਕਰੋ

العربية (Arabic)

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوفر
رقم هاتف الصم والبكم 1-800-555-5906 لك بالمجان. اصل برقم
800-735-2929 (TTY:1-800-735-2929)

ខ្មែរ (Cambodian)

ប្រយ័ត្ន: រសើរនិងជាការសម្រេចរបស់អ្នកនិយាយភាសាខ្មែរ, រសវាជំនួយមននកភាសា
រោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នកអូរើនក។ ចូរ 1-800-
555-5906 (TTY:1-800-735-2929)។

ພາສາລາວ (Lao)

ໂບດຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ,
ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ.
ໂທ 1-800555-5906 (TTY: 1-800-735-2929)

ภาษาไทย (Thai)

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-800-555-
5906 (TTY:1-800-735-2929)

<p align="center">Patients Rights Advocate Defensor de los Derechos del Paciente (707) 463-4614</p> <p>Mendocino County Mental Health Plan (MPH) offers free Language or interpreter assistance, Sign Language, or California Relay Services (TTY/TDD) for beneficiaries requesting or accessing services.</p> <p>These services may be requested at any Mental Health Plan Provider site or by calling 1-800-555-5906</p>
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