

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

SCBH clients with Medi-Cal can file an appeal with the county mental health department if they denied the EPSDT services requested by their doctor or provider. SCBH with Medi-Cal clients may also file an appeal if they think they need mental health services and their provider or county mental health department does not agree.

Call the county mental health department's toll-free number to talk to the Grievance Coordinator for information and help.

Phone: 707-565-7895/1-800-870-8786
TTY:711.

You may also call the Sonoma County patients' rights advocate, or the Department of Health Care Services, Mental Health Ombudsman Office.

Clients 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:

Phone: 1-800-952-5253
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

Where can I get more information?

For more information, please contact the following offices at the telephone numbers below.

County Behavioral Health Department toll-free access number

1-800-870-8786

Department of Health Care Services Mental Health Ombudsman's Office

1-800-896-4042

Department of Health Care Services website

www.dhcs.ca.gov

For additional information about mental health and EPSDT, please go to the following webpages:

www.dhcs.ca.gov/services/mh

www.dhcs.ca.gov/services/mh/pages/EPSDT.aspx

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SONOMA COUNTY DEPARTMENT OF HEALTH SERVICES

BEHAVIORAL HEALTH DIVISION: MENTAL HEALTH SERVICES

Early & Periodic Screening, Diagnosis & Treatment (EPSDT)

Including Therapeutic Behavioral Services (TBS)

Mental Health Services

Medi-Cal Services for Children and Young Adults

COUNTY OF SONOMA

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?

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.

Phone: 1-800-870-8786

TTY: 711

Types of EPSDT Services

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

- Individual therapy
- Intensive Care Coordination
- Intensive Home Based Services
- 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 **(1-800-870-8786)**, or call the Department of Health Care Services Mental Health Ombudsman's Office **(1-800-896-4042)**.

LANGUAGE ASSISTANCE

English

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 24/7 toll-free 1-800-870-8786 toll free number or 707-565-6900 (TTY: 1-800-735-2929 or 711).

ATTENTION: Auxiliary aids and services, including but not limited to large print documents and alternative formats, are available to you free of charge upon request. Call 707-565-6900 or 1-800-870-8786 (TTY: 1-800-735-2929 or 711).

Español (Spanish)

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-870-8786 or 707-565-6900 (TTY: 1-800-735-2929 or 711).

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 1-800-870-8786 or 707-565-6900 (TTY: 1-800-735-2929 or 711).

Tagalog (Tagalog – Filipino)

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-870-8786 or 707-565-6900 (TTY: 1-800-735-2929 or 711).

한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-870-8786 or 707-565-6900 (TTY: 1-800-735-2929 or 711) 번으로 전화해 주십시오

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 1-800-870-8786 or 707-565-6900 (TTY: 1-800-735-2929 or 711)。

Հայերեն (Armenian)

Ուշադրութեամբ եթե խոսուիք հայերեն, ապաձեզ անվճար կարող են տրամադրվել լեզվակալ աջակցություններ։
Ծանոթություններ: Ձանգահարեք 1-800-870-8786 or 707-565-6900 (TTY: 1-800-735-2929 or 711).

Русский (Russian)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-870-8786 or 707-565-6900 (TTY: 1-800-735-2929 or 711).

فارسی (Farsi)

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-800-870-8786 or 707-565-6900 (TTY: 1-800-735-2929 or 711) تماس بگیرید.

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。1-800-870-8786 or 707-565-6900 (TTY: 1-800-735-2929 or 711) まで、お電話にてご連絡ください。

Hmoob (Hmong) LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-800-870-8786 or 707-565-6900 (TTY: 1-800-735-2929 or 711).

ਪੰਜਾਬੀ (Punjabi)

ਪਿਆਨ ਦਿਓ :ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ ,ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-800-870-8786 or 707-565-6900 (TTY: 1-800-735-2929 or 711)' ਤੇ ਕਾਲ ਕਰੋ।

العربية (Arabic)

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-870-8786 or 707-565-6900 (رقم هاتف الصم والبكم: 1-800-735-2929 or 711)

हिंदी (Hindi)

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। [1-800-870-8786 or 707-565-6900 (TTY: 1-800-735-2929 or 711) पर कॉल करें।

ภาษาไทย (Thai)

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-800-870-8786 or 707-565-6900 (TTY: 1-800-735-2929 or 711).

ខ្មែរ(Cambodian)

ប្រយ័ត្ន: រសើនជាអ្នកនិយាយភាសាខ្មែរ, រសវាជំនួយមននកភាសា រោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នករូបិ នក្នុង ចូ ទូ ស័ព្ទ 1-800-870-8786 or 707-565-6900 (TTY: 1-800-735-2929 or 711)។

ພາສາລາວ (Lao)

ໂປດຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ,

ແມ່ນມີຜ້ອມໃຫ້ທ່ານ. ໂທຣ 1-800-870-8786 or 707-565-6900 (TTY: 1-800-735-2929 or 711).