

San Bernardino County Department of Behavioral Health

Service Availability Policy

Effective Date 04/02/2019
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Policy In accordance with state and federal regulations, the Department of Behavioral Health (DBH) will comply with requirements for availability of services.

Purpose To inform all DBH staff, its Contract Agencies, and/or Fee-For-Service (FFS) providers of the service availability requirements and ensure DBH adheres to state and federal regulations.

Requirements DBH, as the Mental Health Plan and the Drug Medi-Cal Organized Delivery System (DMC-ODS) Plan, is responsible for ensuring the following service availability requirements are met:

- Timely access to services for initially requested appointments;
- Timely access to routine services;
- Availability of services to address clients' emergency medical and behavioral conditions 24 hours a day, 7 days a week;
- Availability of services in the clients' preferred language;
- Provide a second opinion, if requested;
- Provide a change of provider, if requested and determine appropriateness and availability;
- Ensure DBH, its Contract Agencies, and/or FFS network of providers offer hours of operation for Medi-Cal clients that are no less than the hours of operation offered to non Medi-Cal clients;
- Ensure DBH network providers provide physical access, reasonable accommodations, and accessible equipment for clients with physical or mental disabilities, and
- Maintain a network of providers that is sufficient in number, mix and geographic distribution to meet the needs of the anticipated number of enrollees in the service area.

Related Policy or Procedure DBH Standard Practice Manual:

- Network Adequacy Monitoring Policy ([QM6043](#))
- Network Adequacy Monitoring Procedure ([QM6043-1](#))
- Out of Network Access Policy ([QM6044](#))
- Out of Network Access Procedure ([QM6044-1](#))
- Timely Access Policy ([QM6041](#))
- Timely Access Procedure ([QM6041-1](#))

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Reference(s)

- California Code of Regulations, Title 9, Section 1810.253
[https://govt.westlaw.com/calregs/Document/IEDB93770DF4A11E4A54FF22613B56E19?contextData=\(sc.Default\)&transitionType=Default](https://govt.westlaw.com/calregs/Document/IEDB93770DF4A11E4A54FF22613B56E19?contextData=(sc.Default)&transitionType=Default)
 - California Department of Health Care Services Mental Health and Substance Use Disorder Services Information Notice No. 18-011
https://www.dhcs.ca.gov/services/MH/Documents/Information%20Notices/IN%2018-%20Network%20Adequacy/MHSUDS_IN_18-011_Network_Adequacy.pdf
 - Code of Federal Regulations, Title 42, Section 438.206
<https://www.govinfo.gov/content/pkg/CFR-2007-title42-vol4/pdf/CFR-2007-title42-vol4-chapIV-subchapC.pdf>
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