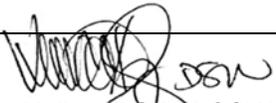


**San Bernardino County  
Department of Behavioral Health**

**24/7 Access Line Requirements Policy**

**Effective Date** 04/29/2019  
**Approval Date** 04/29/2019

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Veronica Kelley, DSW, LCSW, Director

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**Policy** In accordance with federal and state regulations, and Department of Health Care Services (DHCS) contract agreement requirements, the Department of Behavioral Health (DBH) provides and maintains 24/7 Access Line for all clients. Contract providers must refer after hours calls to the DBH-operated 24/7 Access Line to ensure appropriate access, tracking and reporting to DHCS..

- Medi-Cal clients seeking specialty mental health (SMH) services are directed to call the 24/7 Access Line at (888) 743-1478 (TTD and TDD services will be available as necessary).
- Drug Medi-Cal clients seeking Substance Use Disorder (SUD) services are directed to call the SUD Beneficiary Access Line at (800) 968-2636 (TTD and TDD services will be available as necessary).

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**Purpose** To inform all DBH staff, contract agencies, and FFS providers of 24/7 Access Line requirements, as specified by federal and state regulations and DHCS agreements.

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**Definition(s)** **24/7 Access Line:** state-wide, toll-free telephone number available to clients 24 hours a day, 7 days per week. DBH maintains responsibility for the line, but operations occur as follows:

- DBH Access Unit provides coverage of the 24/7 Access Line for the Medi-Cal clients Monday through Friday from 7 a.m. to 5 p.m.
  - The United Way 2-1-1 provides coverage during after-hours after 5 p.m. to 7:30 a.m. Monday through Friday, weekends and holidays.
- DBH SUDRS Screening Assessment and Referral Center (SARC) provides coverage of the 24/7 SUD Beneficiary Access Line for the Drug Medi-Cal clients Monday through Friday from 8 a.m. to 5 p.m.
  - On-call staff provides coverage during after-hours Friday through Monday after 5 p.m. to 8 a.m., weekends and holidays.

**Call Log Status Report:** A report capturing specific data related to all incoming calls to the SUD Client Access Line.

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# San Bernardino County Department of Behavioral Health

## 24/7 Access Line Requirements Policy, Continued

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- Requirements** DBH must ensure the following requirements are met:
- Ensure staffing and/or operation of a 24/7 Access Line;
  - Ensure a live operator answer the 24/7 Access Line at all times;
  - Provide language capabilities in all languages spoken by all County clients
  - Provide adequate TTY/TDD Services;
  - Provide training for staff of the 24/7 Access Line to obtain linguistically-appropriate capabilities;
  - Provide information to clients regarding accessing SMH, SUD services, and/or any other behavioral health resources or referrals. (This shall entail assessment to ensure medical necessity criteria is met to address urgent client needs, etc.) Provide client assistance on problem resolution process, including filing a grievance and/or appeal, as well as information on the state fair hearing process;
  - Maintain a call log that contains the name of the client, date of the request and initial disposition of the request;
  - Conduct periodic test calls, using approved 24/7 Access Line test call scripts, during business hours and after-hours;
  - Utilize test call findings to identify education/training needs, provide positive reinforcement as appropriate, and assess the quality assistance provided;
  - Record all test calls completed and submit a test call report to DHCS on a quarterly basis;
  - Maintain a current log of all grievances and appeals, including disposition and Department/contract agency, and
  - Complete an annual grievance and appeal report and submit to DHCS.
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- Related Policy or Procedure** DBH Standard Practice Manual:
- 24/7 Access Line Requirements Procedure ([QM6045-1](#))
  - Providing Translation Services Procedure ([CUL1011](#))
  - Providing Interpretation Services Procedure ([CUL1012](#))
  - Providing Written Communication in Threshold/Primary Languages for Consumers/Family Members Procedure ([CUL1013](#))
  - Satisfying Client Language Needs Policy ([CUL1004](#))
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- Reference(s)**
- California Code of Regulations, Title 9, Chapter 11, Sections 1810.405(d) and 1810.410(e)(1)  
[https://govt.westlaw.com/calregs/Search/Results?transitionType=Default&contextData=%28sc.Default%29&t\\_T1=9&t\\_T2=1810&t\\_S1=CA%20ADC%20s&Page=1&SearchId=i0ad720f20000016ae55c960851310326&query=advanced%3A%20CI%28%229%20CA%20ADC%20s%201810%22%29&Template=Find](https://govt.westlaw.com/calregs/Search/Results?transitionType=Default&contextData=%28sc.Default%29&t_T1=9&t_T2=1810&t_S1=CA%20ADC%20s&Page=1&SearchId=i0ad720f20000016ae55c960851310326&query=advanced%3A%20CI%28%229%20CA%20ADC%20s%201810%22%29&Template=Find)
  - California Department of Health Care Services (DHCS) Revenue Agreement-Provisions of Specialty Mental Health Services California DHCS Revenue Agreement for Substance Use Disorder Drug Medi-Cal Organized Delivery System (DMC-ODS).
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