



COUNTY OF SAN BERNARDINO
STANDARD PRACTICE

NO 9-116

ISSUE 7/98

BY Michele DeCourten, LCSW

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EFFECTIVE 7/98

DEPARTMENT

BEHAVIORAL HEALTH

SUBJECT

OUT-OF-COUNTY ACCESS
FOR MENTAL HEALTH SERVICES

APPROVED

James McReynolds
James McReynolds, Director

I. PURPOSE:

To establish a uniform procedure for processing out-of-county persons seeking specialty mental health services:

II. PROCEDURE:

1. When potential new clients contact a DBH clinic for specialty mental health services, clerks will complete the "Identifying Information" section of the Initial Contact Form, per SPM 9-1.13.
2. If the potential client self identifies as residing outside of San Bernardino County, the clerical staff will immediately transfer the call to the Clinic Supervisor, Clinical Therapist II or on-duty staff.
3. All DBH clinics are to provide any and all emergency/crisis services to all consumers, regardless of county of origin.
4. The Clinic Supervisor, Clinical Therapist II or on-duty clinician will refer individuals who have Medi-Cal and reside out of the county to the county of residence authorization contact unit (See Attachment 1). Should the out-of-county authorization unit desire to refer the beneficiary to a San Bernardino County DBH resource, it is to refer directly to the DBH Access Unit.
5. The Clinic Supervisor, Clinical Therapist II or on-duty person will maintain an Out-of-County Tracking Form (See Attachment 2) for all out-of-county persons without Medi-Cal who are seeking specialty mental services. When clinic resources become available the Clinic Supervisor is to contact the perspective client and arrange for an assessment.

MLD g.
A ocwattangist.spm/7/10/98

PHASE II MENTAL HEALTH PLAN COUNTIES ADDRESS AND PHONE NO. LISTING.
5/1/98

Address/Telephone Number	Implementation Date
Alameda County Mental Health Plan 2000 Embarcadero Cove, Suite 400 Oakland, CA 94606 Local Number: (510) 567-8100 Toll-free Number: 1-800-491-9099	November 1, 1997
Alpine County Mental Health Services P.O. Box 545 Markleeville, CA 96120 Local Number: (530) 694-2146 Toll-free Number: 1-800-486-2163	June 1, 1998
Amador County Mental Health Plan 20 N. Hwys. 49/88 Jackson, CA 95642 Local Number (209) 223-6412 Toll-free Number: 1-888-310-6555	April 1, 1998
Butte County Department of Behavioral Health 107 Parmac Road, Suite 4 Chico, CA 95926 Local Number: (530) 891-2810 Toll-free Number: 1-800-334-6622	April 1, 1998
Calaveras County Mental Health Department 891 Mountain Ranch Road San Andreas, CA 95249 Local Number: (209) 754-6525 Toll-free Number: 1-800-499-3030	April 1, 1998
Colusa County Department of Behavioral Health Services 85 E. Webster Street Colusa, CA 95932 Local Number: (530) 458-0520 Toll-free numbers: Business hours 1-888-793-6580 After hours 1-800-700-3577	April 1, 1998
Contra Costa County Mental Health Plan 595 Center Avenue, Suite 200 Martinez, CA 94553 Local Number: (925) 313-6101 Toll-free Number: 1-888-678-7277	April 1, 1998

Address/Telephone Number	Implementation Date
<p>Del Norte County Mental Health Plan 206 Williams Drive Crescent City, CA 95531</p> <p>Local Number: (707) 464-7224 Toll-free Number: 1-888-446-4408</p>	<p>April 1, 1998</p>
<p>El Dorado County Mental Health Plan 344 Placerville Drive, Suite 20 Placerville, CA 95667</p> <p>Local Numbers: Beneficiaries call Administration (530)621-6200 Placerville clinic (530)621-6290 South Lake Tahoe clinic (530)573-3251 Providers call (530)621-6200</p> <p>Toll-free Number: 1-800-929-1955</p>	<p>June 1, 1998</p>
<p>Fresno County Mental Health Plan 2220 Tulare Street, 15th Floor Fresno, CA 93721</p> <p>Local Numbers: (209) 488-2796 (8 a.m. – 5 p.m.) Toll-free Number: 1-800-654-3937</p>	<p>April 1, 1998</p>
<p>Glenn County Mental Health 242 N. Villa Willows, CA 95988</p> <p>Local Number: (530) 934-6582 Toll-free Numbers: Business hours 1-800-500-6582 After hours 1-800-700-3577</p>	<p>April 1, 1998</p>
<p>Humboldt County Medi-Cal Managed Care Mental Health Care 720 Wood Street Eureka, CA 95501</p> <p>Local Number: (707) 268-2955 Toll-free Number: 1-888-849-5728</p>	<p>April 1, 1998</p>

Address/Telephone Number	Implementation Date
<p>Imperial County Mental Health Plan 801 Broadway El Centro, CA 92243</p> <p>Local Numbers: For Beneficiaries (760) 339-4501 (clinic) (760) 339-4496 (patient rights advocate)</p> <p>For Providers (760)339-4501</p> <p>Toll-free Number: 1-800-817-5292</p>	<p>April 1, 1998</p>
<p>Inyo County Mental Health Plan 162 J Grove Street Bishop, CA 93514</p> <p>Local Number: (760) 873-6533 Toll-free Number. 1-800-841-5011</p>	<p>April 1, 1998</p>
<p>Kern County Mental Health Department P. O. Box 1000 Bakersfield, CA 93302</p> <p>Local Number: (805) 868-6600 Toll-free Number: 1-800-991-5272</p>	<p>November 1, 1997</p>
<p>Kings View Mental Health and Substance Abuse Services for Kings County 1393 Bailey Drive Hanford, CA 93230</p> <p>Local Numbers: (209) 582-4481 (Hanford) (209) 992-2111 (Corcoran) (209) 386-5222 (Avenal) Toll-free Number: 1-800-655-2553</p>	<p>April 1, 1998</p>
<p>Lake County Mental Health Plan 922 Bevins Court Lakeport, CA 95453</p> <p>Local Number: (707) 263-2258 Toll-free Number: 1-800-900-2075</p>	<p>June 1, 1998</p>

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Lassen County Mental Health Plan 555 Hospital Lane Susanville, CA 96130 Local Number: (530) 251-8108 Toll-free Numbers: Beneficiaries 1-888-289-5004 Providers 1-888-530-8688	January 1, 1998
Los Angeles County Local Mental Health Plan 550 South Vermont Ave., 12th Floor Los Angeles, CA 90020 Local Numbers Beneficiaries (213) 738-2814 Providers (213) 738-4949 Toll-free Number: 1-800-854-7771	June 1, 1998
Madera County Mental Health Department 14215-A Road 28 Madera, CA 93638 Local Number: (209) 675-7850 Toll-free Number: 1-888-275-9779	April 1, 1998
Marin Mental Health Plan Community Mental Health Services 250 Bon Air Road Greenbrae, CA 94904 Local Numbers: Beneficiaries (415) 499-4271 Providers (415) 499-7587 Toll-free Number: 1-888-818-1115	January 1, 1998
Mariposa Counseling Center – Mariposa County 5085 Bullion Street Mariposa, CA 95338 Local Numbers: Beneficiaries (209) 966-2000 Providers (209) 966-2000 Toll-free Numbers: Beneficiaries 1-800-549-6741 Providers 1-800-549-6741	January 1, 1998

Address/Telephone Number	Implementation Date
Mendocino County Mental Health Services 860 N. Bush Street Ukiah, CA 95482 Toll-free Number: 1-800-555-5906	January 1, 1998
Merced County Mental Health Department 480 E. 13 th Street Merced, CA 95340 Local Number: (209) 381-6800 Toll-free Number: 1-888-334-0163	April 1, 1998
Modoc County Mental Health Services 131-A Henderson Street Alturas, CA 96101 Local Number: (530) 233-6312 Toll-free Number: 1-888-933-5351	April 1, 1998
Mono County Mental Health P.O. Box 2619 Mammoth Lakes, CA 93546 Local Number: (760) 934-8648 Toll-free Numbers: Business hours 1-800-687-1101 After hours 1-800-700-3577	April 1, 1998
Monterey County Behavioral Health 1270 Natividad Road Salinas, CA 93906-3198 Local Number: Providers (408) 755-4509 Toll-free Number: 1-888-258-6029	January 1, 1998
Napa County Mental Health Plan 2261 Elm Street Napa, CA 94559-3721 Local Number: (707) 259-8151 Toll-free Number: 1-800-648-8650	April 1, 1998

Address/Telephone Number	Implementation Date
<p>Nevada County Mental Health Plan 10433 Willow Valley Road, Suite A Nevada City, CA 95959</p> <p>Local Number: (530) 265-1437 Toll-free Number: 1-888-801-1437</p>	<p>April 1, 1998</p>
<p><u>Orange County</u> ABC Behavioral Health Plan 515 North Sycamore Street, Suite 609 Santa Ana, CA 92701</p> <p>Local Number: Providers (714)834-5904</p> <p>Toll-free Numbers. Beneficiaries 1-800-723-8641 Providers 1-800-716-1166</p>	<p>January 1, 1998</p>
<p>Placer County Mental Health Services 11533 C Avenue Auburn, CA 95603</p> <p>Local Number (530) 889-6791 Toll-free Number: 1-800-895-7479</p>	<p>November 1, 1997</p>
<p>Plumas County Mental Health Plan 270 County Hospital Road, Suite 229 Quincy, CA 95971</p> <p>Local Number. (530) 283-6307 Toll-free Number: 1-800-757-7898</p>	<p>April 1, 1998</p>
<p>Riverside County Mental Health Plan Post Office Box 7549 Riverside, CA 92513</p> <p>Local Number: (909) 358-4526 Toll-free Number: 1-800-706-7500</p>	<p>November 1, 1997</p>

Address/Telephone Number	Implementation Date
Sacramento County Mental Health Plan 2130 Stockton Boulevard Sacramento, CA 95817 Local Number: (916)875-1055 Toll-free Number: 1-888-881-4881	June 1, 1998
San Benito County Mental Health Plan 1111 San Felipe Road, Suite 104 Hollister, CA 95023 Local Number: (408) 636-4020 Toll-free Number: 1-888-636-4020	April 1, 1998
San Bernardino County Department of Behavioral Health 700 E. Gilbert Street, Building 6 San Bernardino, CA 92415 Local Number: (909) 381-2420 Toll-free Number: 1-888-743-1478 Toll-free TDD: 1-888-743-1481	April 1, 1998
<u>San Diego</u> United Behavioral Health 3111 Camino Del Rio North, Suite 500 San Diego, CA 92108 Local Number: (619) 641-6800 Toll-free Numbers: Beneficiaries 1-800-479-3339 Providers 1-800-798-2254	July 1, 1998
San Francisco Mental Health Plan 1380 Howard Street, 5 th Floor San Francisco, CA 94103 Local Number: (415) 255-3737 Toll-free Number: 1-888-246-3333	April 1, 1998
San Joaquin County Mental Health Plan 1212 North California Street Stockton, CA 95202 Toll-free Number: 1-888-468-9370	November 1, 1997

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San Luis Obispo County Mental Health Plan 2180 Johnson Avenue San Luis Obispo, CA 93408 Local Numbers: (805) 781-4768 Toll-free Number 1-800-838-1381	April 1, 1998
Santa Barbara County Mental Health Plan 300 N. San Antonio Santa Barbara, CA 93101 Local Number for providers (805) 884-1639 Toll-free Number 1-888-868-1649	April 1, 1998
Santa Clara County Mental Health Department 645 South Bascom Avenue San Jose, CA 95128 Toll-free Number: 1-800-704-0900	June 1, 1998
Santa Cruz County Mental Health Plan 1400 Emeline Avenue Santa Cruz, CA 95060 Local Number: (408) 454-4170 Toll-free Number: 1-800-952-2335	June 1, 1998
Shasta County 2640 Breslauer Way Redding, CA 96001 Local Number: (530) 225-5200 Toll-free Number: 1-888-385-5201	January 1, 1998
Sierra County Mental Health 704 Mill Street Loyalton, CA 96118 Local Number: (530) 993-6746 Toll-free Number: 1-800-895-7479	April 1, 1998
County of Siskiyou Behavioral Health Plan 804 S. Main Street Yreka, CA 96097 Local Number: (530) 841-4100 Toll-free Numbers: 1-800-842-8979 (24 hours) 1-800-452-3669 (After-hours crisis line)	January 1, 1998

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Mental Health Plan of Sonoma County 3322 Chanate Road Santa Rosa, CA 95404 Toll-free Number: 1-800-870-8786	April 1, 1998
Stanislaus County Mental Health Plan 800 Scenic Drive Modesto, CA 95350 Local Number for Providers: (209)558-4639 Toll-free Number. 1-888-376-6246	January 1, 1998
Sutter-Yuba Bi-County Mental Health Plan (SYCMHP) 1965 Live Oak Boulevard Yuba City, CA 95991 Local Number: (530) 822-7200 Toll-free Number: 1-888-923-3800	April 1, 1998
Tehama County Mental Health Plan Tehama County Health Agency – Mental Health Division 1860 Walnut Street Red Bluff, CA 96080 Local Number: (530) 527-5637 Toll-free Number: 1-800-240-3208	April 1, 1998
Trinity County Counseling Center P.O. Box 1640 1 Industrial Park Way Weaverville, CA 96093 Local Number: (530) 623-1362 Toll-free Number. 1-888-624-5820	April 1, 1998
Tulare County Health & Human Services Mental Health Branch 3300 South Fairway Visalia, CA 93277 Local Numbers: For beneficiaries (209)733-6880 For providers (209) 733-6690 Toll-free Number: 1-800-320-1616	April 1, 1998

Address/Telephone Number	Implementation Date
Tuolumne County Mental Health-Kings View Corporation 12801 Cabezut Road Sonora, CA 95370 Local Number: (209)533-3553 Toll-free Number: 1-800-630-1130	June 1, 1998
Ventura County Mental Health Plan 300 Hillmont Avenue Ventura, CA 93003 Toll-free Number: 1-800-671-0887	April 1, 1998
Yolo County Mental Health Plan 14 N Cottonwood Street Woodland, CA 95695 Local Number: (530) 666-8630 Toll-free Number: 1-888-965-6647	January 1, 1998
Yuba County Refer to: Sutter-Yuba Bi-County Mental Health Plan	

File: JnNoauth 4/25/98

