



Requesting an Initial Choice of Provider or Change of Provider Policy

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Policy In accordance with regulations and contractual requirements, the Department of Behavioral Health (DBH) ensures clients are afforded the opportunity to make an initial choice of network providers who will render outpatient services to them, to the extent possible and appropriate. Additionally, DBH provides the client the opportunity to change providers for outpatient services received, when feasible.

Requirements In accordance with Title 9 of the California Code of Regulations, Section 1830.225, Title 42 of the Code of Federal Regulations, Section 438.3 (I) and Mental Health Plan contract with the Department of Health Care Services (DHCS), DBH is require do the following:

- Provide new DBH clients, when a service is clinically appropriate for client admission to the Mental Health Plan (MHP) or Drug Medi-Cal Organized Delivery System (DMC-ODS) for outpatient services, an opportunity to make an initial choice of their rendering service provider, to the extent possible and when appropriate, and
- Provide existing MHP or DMC-ODS clients, at their request, the opportunity to change their outpatient rendering service provider to another outpatient provider of their choice, whenever feasible and appropriate.

Related Policy or Procedure [DBH Standard Practice Manual:](#)

- Requesting an Initial Choice of Provider or Change of Provider Procedure (QM6006-01)

Reference(s)

- California Code of Regulations, Title 9, Section 1830.225
- Code of Federal Regulations, Title 42, Section 438.3
- DBH Revenue Agreement with the State of California for the Substance Use Disorder Drug Medi-Cal Organized Delivery System, contract number 21-03
- DBH Revenue Agreement with the California Department of Health Care Services for the Provision of Specialty Mental Health Services, contract number 13-358