

**THE COUNTY MENTAL HEALTH PLAN
TAKES YOUR CONCERNS SERIOUSLY.**

**What To Do If You Want To Keep an
Eligible Provider?**

- Beneficiaries can request to continue working with an eligible provider with whom they have a current relationship in certain situations. You can use “Transition / Continuity of Care Request” brochure.

**What To Do If You Want To Change
Providers?**

- Beneficiaries can request a change of treatment staff. You can use “Changing Your Treatment Staff” brochure.

What To Do If You Have A Complaint?

- Beneficiaries can file a Grievance. You can use the “Grievance Resolution Request” brochure; and
- Beneficiaries can appeal an action. You can use the “Appeal Resolution Request” brochure.

**ANY PERSON WITH MENTAL HEALTH CONCERNS
CAN ALSO CONTACT THE PATIENTS RIGHTS
ADVOCATE AT (831) 429-1913.**



Revised 10-20.2020

Santa Cruz County Behavioral Health
PO Box 962
Santa Cruz, CA 95061



**Description of
Mental Health
Services**

***"The purpose of the
Santa Cruz County
Mental Health Plan is to
provide services that
show positive results in
helping people with a
mental health condition
recover."***

**Toll free, Multilingual
1-800-952-2335**

Si necesita información o servicios en Español, favor de llamar al 1-800-952-2335.

WELCOME!

The Mental Health Plan **is available for Medi-Cal Beneficiaries** and has a variety of mental health services throughout the lifespan (including children, youth, transition age youth, adults, and older adults). To find out if you qualify to receive these services, or for more information, call us at 1-800-952-2335.

*For an immediate response to a life threatening emergency, call 911.

Mental Health Services Available

Access: Screening, information, and referral in response to requests for services.

Assessment: Review of the beneficiary's mental, emotional, and behavioral history and present circumstances, including relevant cultural needs.

Mental Health Counseling: Services to address mental and emotional distress and improve quality of life.

Medication Support: Psychiatric services that include evaluation, education, prescribing, and monitoring the use of medication.

Case Management: Services to access and maintain community resources, such as medical, educational, vocational, and housing.

Adult Residential Treatment: Services provided 24 hours a day, seven days a week in a therapeutic living community that includes a range of activities.

Crisis Stabilization: Crisis services including medication support by mental health professionals for up to 24 hours in order to avoid hospitalization.

Psychiatric Inpatient Care: Services provided in an inpatient behavioral health facility to a beneficiary in need of intensive psychiatric services.

EPSDT:

Services for children and young adults (under age 21) with Full Scope Medi-Cal that correct or improve mental health problems, including:

- ◇ Mental Health Counseling
- ◇ Intensive Care Coordination
- ◇ Intensive Home Based Services
- ◇ Therapeutic Behavioral Services
- ◇ Therapeutic Foster Care

Walk-In Services & Mobile Emergency Response

Services to meet the urgent mental health needs of Santa Cruz County Medi-Cal beneficiaries, and indigent Santa Cruz County residents in a timely manner and to prevent unnecessary psychiatric hospitalization by meeting these needs at a lower level of care.



Walk-In Assessment Services

To meet the needs of Santa Cruz County Medi-Cal beneficiaries in a timely manner and to prevent unnecessary barriers that can delay or prevent treatment services.

Walk-In Assessment Services Locations:

- North County:
1400 Emeline Ave.
Bldg. K
Santa Cruz
- South County:
1430 Freedom Blvd.
Ste. F
Watsonville



When You Call During Business Hours 1-800-952-2335

This number rings at the Santa Cruz County Behavioral Health office. A staff person will ask you some basic questions, and then a clinician will talk to you about your mental health treatment needs.

If you would like a list of mental health treatment providers, including available alternatives and options for cultural and linguistic services, call us and we will be happy to send you one!

Meeting Your Language Needs

Persons that speak Spanish as their primary language will be offered a clinician that speaks Spanish.

Free interpreter services are also available.

www.santacruzhealth.org/bh