
THE COUNTY SUBSTANCE USE DISORDER PLAN TAKES YOUR CONCERNS SERIOUSLY.

What to do if you want to change providers.

- Individuals with Medi-Cal can request a change of treatment staff. You can use “Changing Your Treatment Staff” brochure.

What To Do If You Have A Complaint.

- Individuals with Medi-Cal can file a Grievance. You can use the “Grievance Resolution Request” brochure.

What To Do If You Want to Appeal.

- Individuals with Medi-Cal may receive a Notice of Adverse Benefit Determination (NOABD) letter. The NOABD letter may state that services are being denied, reduced or terminated.
- You can request to appeal a decision in the NOABD letter orally or in writing. You can use “Appeal Process” brochure.



Effective: 1/01/2018

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

**Santa Cruz County
Drug Medi-Cal Plan**

**Description of Substance
Use Disorder Services**

“The purpose of the Santa Cruz Drug Medi-Cal Plan is to provide services that show positive results in keeping with the belief that people with challenging illness can and do recover.”



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

Santa Cruz County Behavioral Health
Health Service Agency

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

WELCOME!

The Drug Medi-Cal Plan has a variety of substance use treatment services. To find out if you qualify to receive these services, or for more information, call us at 1-800-952-2335.

If you have Santa Cruz County Medi-Cal then you may be referred to as a “beneficiary” who would be eligible to receive service from Drug Medi-Cal delivery system.

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

Substance Use Disorder Treatment Services Available

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

Assessment: Review of the beneficiary’s current circumstances, including substance use, psychosocial and medical history and relevant cultural needs. Treatment options and recommendations are based on level of care needs.

Outpatient Counseling (Adult & Youth): Services to address substance use behaviors, emotional triggers and recovery goals.

Case Management:

Assessment and coordination of transitions to higher or lower levels of SUD care, and linkages to medical, educational, social, vocational and housing assistance programs, and other community resources.

Narcotic Treatment Program (NTP): NTP services are also called Opioid Treatment Program (OTP) services which consist of medication replacement services and therapeutic counseling.

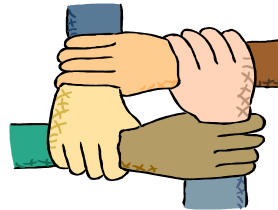
Medication Assisted Treatment (MAT): Medication services that include evaluation, education, prescribing, and monitoring the use of medication assisted therapy with outpatient counseling.

Adult & Youth Intensive Outpatient Treatment (IOT): Short-term, intensive, structured day therapeutic programs that include individual and group services focused on recovery, abstinence and relapse prevention skill building.

Adult & Perinatal Residential Treatment*: Services provided 24 hours a day, seven days a week in a therapeutically monitored sober living community that includes a range of structures recovery activities that support successful treatment goals.

Withdrawal Management (WM): Medically supported detox services provided in a therapeutically monitored residential setting to a beneficiary in need of such services.

* other services as medically necessary



Walk-In Assessment Services

To meet the needs of Santa Cruz County Drug 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.
- South County:
1430 Freedom Blvd., Ste. B



When You Call During Business Hours

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

If you would like a list of substance use 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.