

## WHEN DOES A PERSON NEED HELP?

- Severe feelings of sadness, hopelessness, severe anxiety or panic attacks, crying spells
- Extreme mood swings with impulsive dangerous or bizarre behavior
- Serious behavior problems with a child
- Mental health problems affected by substance abuse
- Suicidal thoughts and self harm
- Giving away one's belongings
- Threatening to kill or hurt oneself or others
- Hearing or seeing things others believe are not there

## FOR MENTAL HEALTH EMERGENCY

- ⇒ Call 911 or go to an emergency room
- ⇒ Call your doctor or mental health provider
- ⇒ Call the **Access & Crisis Line** at 1-888-724-7240

## FOR AFTER HOURS/WEEKEND

**Adults:** 1-888-724-7240

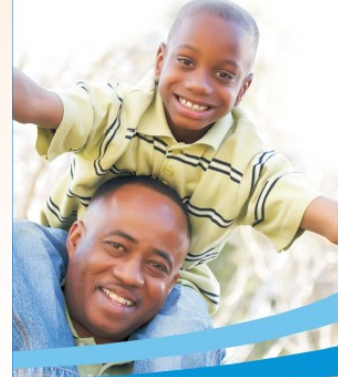
**Children:** Emergency Screening Unit (ESU): 619-876-4502

## NEED MORE INFORMATION?

If you would like more information about your rights, the Grievance and Appeal Process or other State requirements, please ask your provider for the **MHP Beneficiary Handbook** or find it online at [www.optumsandiego.com](http://www.optumsandiego.com) under the **Consumers & Families** section.

## Mental Health Plan (MHP) Specialty Mental Health Services

Specialty mental health services are provided through the County of San Diego Mental Health Plan, which is separate from your physical health care. The Mental Health Plan is committed to providing quality mental health services to eligible adults, older adults, and children experiencing serious and persistent mental health problems. Mental health services are confidential and are based on the belief that people can, and do, recover from mental illness. Even though asking for help with mental health problems may be a challenge, help is just a phone call away.



For more information or help with mental health problems, call the toll-free  
**Access and Crisis Line:**

**1-888-724-7240**

**Deaf Community call 711 (TTY)**

Counselors are available 24 hours, 7 days/week and can answer your questions and provide referrals and resources for mental health care.



**County of San Diego**  
Board of Supervisors

District 1: Greg Cox  
District 2: Dianne Jacob  
District 3: Kristin Gaspar  
District 4: Nathan Fletcher  
District 5: Jim Desmond

**Chief Administrative Officer**  
Helen N. Robbins-Meyer

**Health and Human Services Agency**  
Director, Nick Macchione, FACHE

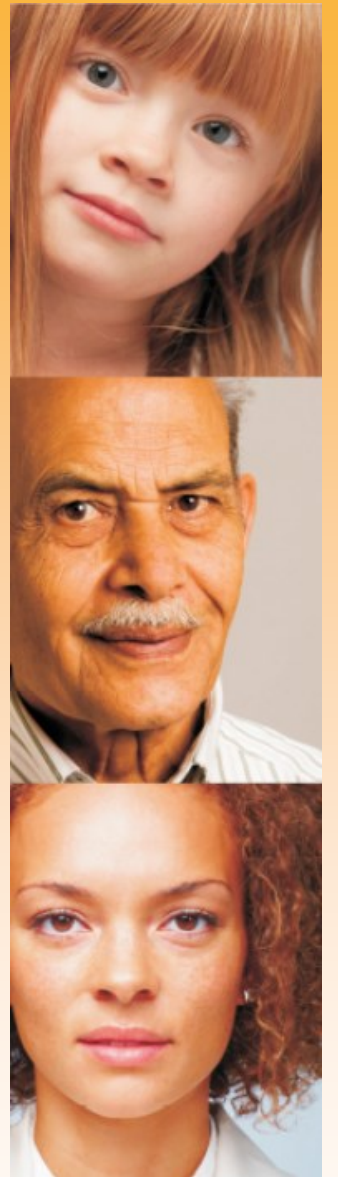
**Behavioral Health Services**  
Adult/Older Adult &  
Children, Youth & Families  
Director, Luke Bergmann, Ph.D.



[www.up2sd.org](http://www.up2sd.org)

# QUICK GUIDE

A Quick Guide to Mental Health Services For Adults, Older Adults and Children



## MENTAL HEALTH PLAN SPECIALTY MENTAL HEALTH SERVICES

- For people with Medi-Cal, limited insurance or no insurance
- For children, youth, families, young adults, adults, and older adults
- Available county wide
- Culturally diverse care to communities
- Provides interpreter and language help
- Continuity of care from previous health plan provider to new health plan provider

## YOUR RIGHTS UNDER THE MENTAL HEALTH PLAN

- ◆ Be treated with dignity and respect in a language you understand
- ◆ Get information about treatment options and alternatives
- ◆ Make decisions about your care
- ◆ Get information materials about services covered by the MHP
- ◆ Request and receive a copy of your medical records and request that they be changed or corrected
- ◆ Get specialty mental health services
- ◆ Be free from restraint or seclusion as specified in federal rules
- ◆ Right to refuse treatment

## TYPES OF SERVICES AVAILABLE

- ◆ Mental health assessments
- ◆ Group and Individual rehabilitation
- ◆ Group and Individual therapy
- ◆ Crisis Intervention
- ◆ Crisis Stabilization
- ◆ 24 hour psychiatric emergency care
- ◆ Medication support services
- ◆ Integrated services for mental health and substance abuse
- ◆ Client and family peer support services
- ◆ Inpatient psychiatric care
- ◆ Adult residential care
- ◆ Case Management and conservatorship
- ◆ Services to homeless persons
- ◆ Recovery Clubhouses
- ◆ Vocational and employment services
- ◆ Children's outpatient school-based services
- ◆ Short term residential therapeutic services
- ◆ Day treatment, wraparound and therapeutic behavioral services for children
- ◆ Therapeutic Foster Care services



## HELP FOR PROBLEM RESOLUTION

A patient advocate can help if you are not satisfied with your mental health care.

For problems with inpatient or 24-hour residential services, call:

**JFS Patient Advocacy Program at  
(619) 282-1134 or 1-800-479-2233.**

For problems with outpatient and any other type of mental health services, call:

**Consumer Center for Health  
Education and Advocacy (CCEA)  
toll-free at 1-877-734-3258.**

## NOTICE OF ADVERSE BENEFIT DETERMINATIONS

If you have a grievance about your mental health care, want to appeal a decision that limits your care, or want to find out the status of an appeal or grievance, you may contact one of the agencies listed above. Medi-Cal beneficiaries have access to services and rights as specified in State and Federal regulations.

You can also file an expedited appeal when the standard process could seriously jeopardize life, health or the ability to attain, maintain or regain maximum function.



## HELPFUL NUMBERS

**Access & Crisis Line 1-888-724-7240**

**Deaf Community call 711 (TTY)**

**NAMI San Diego (619) 543-1434**

**Dial 2-1-1 for Resources & Referrals**

**Mental Health America (619) 543-0412**

**MHP Administration (619) 563-2700**

**Veterans Crisis Line 1-800-273-8255**

## INTERNET RESOURCES

[www.sdcounty.ca.gov](http://www.sdcounty.ca.gov)  
[www.optumsandiego.com](http://www.optumsandiego.com)  
[www.211sandiego.org](http://www.211sandiego.org)  
[www.ssa.gov](http://www.ssa.gov)  
[www.ssa.gov/disability](http://www.ssa.gov/disability)  
[MentalHealth.gov](http://MentalHealth.gov)  
[Ok2Talk.org](http://Ok2Talk.org)