



Drug Medi-Cal Quick Guide

| Health Plan | Medi-Cal Specialty Mental Health and Drug Medi-Cal Services | Medi-Cal Managed Care Plan Behavioral Health Services (For Mild to Moderate Mental Health Conditions) |
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| Aetna Better Health AetnaBetterHealth.com | San Diego Access & Crisis Line (888) 724-7240 | Aetna Better Health (855) 772-9076 |
| Blue Shield CA Promise Health Plan Blueshieldca.com/promise | San Diego Access & Crisis Line (888) 724-7240 | Blue Shield CA Promise Health Plan (855) 321-2211 |
| Community Health Group Chgsd.com | San Diego Access & Crisis Line (888) 724-7240 | Behavioral Health Services (800) 404-3332 |
| Health Net HealthNet.com | San Diego Access & Crisis Line (888) 724-7240 | Managed Health Network (MHN) (888) 426-0030 |
| Kaiser Permanente KP.org | San Diego Access & Crisis Line (888) 724-7240 | Kaiser Permanente, Department of Psychiatry (877) 496-0450 |
| Molina Healthcare MolinaHealthcare.com | San Diego Access & Crisis Line (888) 724-7240 | Molina Healthcare (888) 665-4621 |

(See reverse side for treatment options)

Substance Use Treatment for Medi-Cal beneficiaries including those on a Medi-Cal Managed Care Plan

Medi-Cal beneficiaries can receive substance abuse services through the San Diego County Drug Medi-Cal Organized Delivery System. Services are typically provided by the County's network of contracted providers, which may be accessed by calling the San Diego Access & Crisis Line at (888) 724-7240

San Diego County Access & Crisis Line

The San Diego County Access & Crisis Line can assist Medi-Cal beneficiaries including those on a Medi-Cal Managed Care Plan to find the appropriate substance use treatment program. When a Medi-Cal beneficiary calls the San Diego County Access & Crisis Line, a Masters Level trained Clinician will provide a telephone assessment to help the caller determine exactly what kind of substance use treatment they may need and provide a referral to a treatment program covered by the San Diego County Drug Medi-Cal Program.

Consumer Center for Health Education & Advocacy

The Consumer Center for Health Education & Advocacy ("Consumer Center") helps consumers understand how to use physical and behavioral health services. If a consumer feel his/her substance abuse treatment needs are not being met, the Consumer Center can inform them of their rights and work to remove barriers to needed care. **The Consumer Center for Health Education & Advocacy number is: (877) 734-3258.**



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| How to Access Care | Types of Substance Use Treatment Available |
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| <p>Outpatient Substance Use Treatment</p> <p>Contact the San Diego County Access & Crisis Line at (888) 724-7240</p> <p>Or</p> <p>Direct referral to a Substance Use Disorder provider</p> | <p>Medi-Cal beneficiaries, including those on a Medi-Cal Managed Care Plan, may access a wide range of outpatient treatment services through the County's network of contracted providers. This includes:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Outpatient treatment services for adults <input type="checkbox"/> Outpatient treatment services for teens <input type="checkbox"/> Opioid Treatment Program/Medication Assisted Treatment (Effective January 1, 2020 this is also a Medicare Health Plan benefit). <input type="checkbox"/> Co-Occurring Disorders <input type="checkbox"/> Case Management <input type="checkbox"/> Justice Programs <input type="checkbox"/> Recovery Services |
| <p>Residential Substance Use Treatment</p> <p>Contact the San Diego County Access & Crisis Line at (888) 724-7240</p> <p>Or</p> <p>Direct referral to a Substance Use Disorder provider</p> | <p>San Diego's system of care includes several county contracted residential treatment providers. Services for Medi-Cal beneficiaries, including those on a Medi-Cal Managed Care Plan, include:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Residential treatment for men <input type="checkbox"/> Residential Treatment for women and their children <input type="checkbox"/> Residential treatment for women and men <input type="checkbox"/> Residential treatment for LGBTQI <input type="checkbox"/> Residential treatment for teens <input type="checkbox"/> Detoxification Centers |
| <p>Withdrawal Management (Detox)</p> | <ul style="list-style-type: none"> <input type="checkbox"/> Residential Detoxification <input type="checkbox"/> Inpatient medical detox in an acute care facility (Medical Hospital) |
| <p>Voluntary Inpatient Detoxification (VID)</p> <p>DHCS Local Field Office (888) 724-7302</p> | <p>Medi-Cal beneficiaries, including those on a Medi-Cal Managed Care Plan who meet medical necessity criteria may receive Voluntary Inpatient Detoxification (VID) services in a general acute care hospital. These services are covered by the State Department of Health Care Services (Medi-Cal Fee for Service).</p> |
| <p>Transportation</p> | <p>Medi-Cal Managed Care Plans cover transportation to Medi-Cal covered services. Call the appropriate Medi-Cal Managed Care Plan Customer Service number below.</p> |

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| Aetna Better Health (855) 772-9076 | Blue Shield CA Promise Health Plan (855) 699-5557 | Community Health Group (800) 224-7766 | Health Net (888) 675-6110 | Kaiser Permanente (800) 464-4000 | Molina Healthcare (888) 665-4621 |
|---------------------------------------|--|---|------------------------------|-------------------------------------|-------------------------------------|

The San Diego County Access & Crisis Line can assist Medi-Cal beneficiaries in accessing substance use treatment programs in San Diego County. Staff are available 7 days a week, 24 hours a day including weekends and holidays. To access the San Diego County Access & Crisis Line call (888) 724-7240.