

SECTION 1: ACCESS AND REFERRAL

The Fresno County Mental Health Plan (FCMHP) is an open access system. Timely access to services, responsiveness and sensitivity to cultural and language differences, age, gender, and other specialized needs of Fresno County Medi-Cal beneficiaries are important components of the FCMHP. These guidelines outline procedures for obtaining Specialty Mental Health Services (SMHS) and other information regarding access to mental health services.

The goal of the FCMHP service delivery system is a seamless system of care that affords equal access to all eligible persons based on individual treatment needs. In order to assure this access for individuals, the FCMHP works closely with providers at all levels of care, including acute psychiatric inpatient hospital services, coordinated outpatient mental health programs, Fee for Service (FFS) providers, and the two physical healthcare Medi-Cal Managed Care Plans operated by Anthem Blue Cross and CalViva Health. This collaboration is done at the individual treatment provider level, the specific agency level, and through more formal collaboration and arrangements.

All Fresno County Mental Health Plan provider sites are access points to the FCMHP. A beneficiary may select a provider from the FCMHP Provider Directory and request to be seen for an assessment to determine the proper level of care and establish whether medical necessity criteria are met for Medi-Cal SMHS through the FCMHP. All FCMHP providers can verify a beneficiary's Medi-Cal eligibility and help the beneficiary receive the care that they need. A Medi-Cal beneficiary does not need prior authorization to begin receiving treatment with a FCMHP provider. For the most up-to-date FCMHP list of providers, please access the Fresno County Mental Health Plan Provider Directory online: <https://www.co.fresno.ca.us/departments/behavioral-health/managed-care/provider-directory>

1.0 Provider Access

Providers seeking information about services or processes regarding the FCMHP may contact their assigned Provider Relations Specialist (PRS) directly, or the Managed Care main line by calling **(559) 600-4645** Monday through Friday, 8:00 A.M. to 5:00 P.M. (except holidays).

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1.1 Points of Access

1.1.1 24-Hour Access Line

The County-wide Behavioral Health Access Line **(1-800-654-3937)** is available 24-hours a day, 7 days a week for all requests for specialty mental health services (SMHS), including urgent services.

A beneficiary may request SMHS in person, by telephone or in writing.

For beneficiaries with hearing impairment, dial 711 to reach the California Relay Service.

1.1.2 Fresno County Mental Health Plan Service Sites

When a beneficiary or client requests mental health services in person or by phone, staff will:

Obtain *Demographic Information*.

Perform a *Clinical Screening* to determine the mental health need.

If a mental health need is indicated, schedule a *Clinical Assessment* to determine medical necessity for mental health services.

During the initial intake process, if the beneficiary presents with an urgent/emergent mental health need, the Admitting Interviewer (AI) or designated staff may call 9-1-1, or if deemed safe, refer the beneficiary to the Exodus Crisis Stabilization Center. SMHS provided to a beneficiary to treat an urgent condition do not require pre-authorization.

Before a clinical assessment is scheduled, staff will obtain consent for treatment and initiate a financial eligibility evaluation.

Whenever possible, beneficiary/client will be given two choices for a provider preference. Gender, ethnicity, geographical location, or other factors important to the beneficiary may influence choices. If the information obtained during the first assessment is insufficient to formulate the beneficiary's plan of care, the assessing clinician has the option to conduct an expanded assessment.

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1.1.3 Contract Provider Sites

If a Fresno County resident calls regarding or requests SMHS at a contract provider site, after verifying client's Medi-Cal eligibility, the provider may begin providing services to the client.

1.2 Timely Access to Care

Every Fresno County resident seeking SMHS will be given an opportunity for a mental health assessment. The contract provider may perform a mental health assessment without prior authorization from the FCMHP. Mental health assessments may be done by an in-house or contract provider who is a licensed or registered clinician at a Fresno County MHP service site or a contract provider site. If the provider serves both Medi-Cal beneficiaries and beneficiaries with commercial coverage, the provider's hours of operation offered to Medi-Cal beneficiaries must be no less than the hours of operation offered to commercial beneficiaries or comparable Medicaid fee for service (FFS).

Mental Health Access Form

The FCMHP is required to demonstrate network adequacy, in part, through providing timely access to care. To document compliance with this requirement, FCMHP must submit an assessment record to the Department of Health Care services monthly. For this reason, all providers within the FCMHP must collect and submit assessment records utilizing a Mental Health Access Form or the equivalent of the form generated from DBH's Electronic Health Record System.

Assessment records must be submitted when a beneficiary is 1) New to the FCMHP, 2) Returning to the FCMHP after 12 months of no billable service, 3) If the request is urgent, or 4) If the beneficiary had an incomplete or unsuccessful assessment process. For more information on the current Mental Health Access Form submission process, individual and group providers may contact Managed Care via phone (559-600-4645) or email (mcareaccessform@fresnocountyca.gov). Contract Organizations may contact their Contract Analyst.

Timeliness

For FCMHP to meet timely access to care, providers must offer a beneficiary an assessment appointment within the following timeframes:

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- Within 10 business days of the request date for a non-urgent non-psychiatry mental health.
- Within 15 business days of the request date for a non-urgent psychiatry.
- Within 48 hours of the request date for urgent care that does not require prior authorization.
- Within 96 hours of the request date for urgent care that does require prior authorization.

Failure to meet timely access to care will obligate all FMCHP providers to issue the beneficiary a Notice of Adverse Benefit Determination – Timely Access Notice. Refer to Section 8.1.2 – Notice of Adverse Benefit Determination for more information.

Choice of Practitioner

After the initial assessment, if medical necessity criteria are met, the beneficiary will be offered a choice of several providers whenever possible. In these cases, a request for a service provider with appropriate cultural and linguistic competence will be explored and documented.

The FCMHP will provide beneficiaries an opportunity to change providers at any time during the course of treatment. If the beneficiary requests a change of provider, the beneficiary will complete a *Request for Change of Service Provider* form. This form, as well as stamped, self-addressed envelopes, are available at all provider sites. The FCMHP staff will begin investigating the request in a timely manner. Criteria for accommodation of request will include, but not be limited to, the beneficiary's diagnostic and clinical issues and the impact of the change on treatment and plan of care goals; provider's ability to deliver the service (e.g., time conflicts with appointment availability), and the provider's treatment style and/or specialty.

Second Opinions

If any FCMHP provider completes an assessment and determines that medical necessity criteria are not met, the provider, at the time of the assessment, must inform the beneficiary of their right to a Second Opinion. If the beneficiary requests a Second Opinion, the provider must provide the beneficiary with an appeal form to make the request, then ensure Managed Care receives the request within one business day of their receipt.

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The provider must also issue the beneficiary a Notice of Adverse Benefit Determine – Delivery System. Refer to Section 8.1.2 - Notice of Adverse Benefit Determination for more information.

Information Provided to Persons with Visual or Hearing Impairments

The Fresno County MHP utilizes the State TTY relay service, (7-1-1), as needed, for hearing impaired beneficiaries. Beneficiary informational materials are available in alternate forms (i.e., large print and online videos with audio for the visually impaired.)

1.2.1 Out of County Access

Fresno County beneficiaries requiring specialty mental health services when outside of Fresno County will call (800) 654-3937 for information on how to access services. If the beneficiary's mental health condition is urgent, they may call 9-1-1, or go to the nearest psychiatric or medical facility for emergency treatment. Specialty Mental Health Services provided to treat an urgent condition do not require FCMHP pre-authorization.

1.3 Interagency and Outside Referrals

The access point for all interagency and outside referrals is through the Access Line (800) 654-3937 or the FCMHP Managed Care Division (559) 600-4645. Referrals for Therapeutic Behavioral Services, Psychological or Neuropsychological testing are directed to a Utilization Review Specialist (URS) for screening. The URS will determine if there is need for referral to a provider who can provide these specialized services.

Referrals and Coordination with Other Providers

Referrals to the MHP for SMHS may be received through beneficiary or client self-referral or through referral by another person or organization including, but not limited to:

- Physical Health Care Providers
- Schools
- County Welfare Departments
- Other Mental Health Plans
- Conservators, Guardians, or Family Members
- Law Enforcement Agencies

If a potential referral is indicated, The URS will request a copy of the client's most recent mental health assessment and plan of care. After

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review by the URS, and if the service is indicated, the URS will refer the beneficiary to a provider for an assessment, with an option for an expanded assessment.

1.4 Fresno County Mental Health Plan – Urgent Care and Emergency Access Points

Urgent Care Wellness Center (Adults)

The Urgent Care Wellness Center (UCWC) strives to provide mental health treatment services that are client-centered, strength based, culturally competent, and co-occurring mental health and substance abuse capable. Services are based in the Wellness and Recovery model as we believe that everyone can improve their health and wellness, live a self-directed life, and strive to reach their full potential.

Services provided are mental health assessment, client centered treatment planning, group therapy, limited individual therapy, crisis evaluation, and linkage and consultation with client support systems such as: primary care, psychiatric services, government agencies, private providers, and natural support systems such as family, friends, and faith communities. The UCWC is available for adults 18 years and over, on a walk-in or appointment basis, at the following location:

4441 E. Kings Canyon Road, Fresno, CA 93702

(559) 600-9171

8:00 a.m. to 6:00 p.m., Monday – Friday (Except Holidays)

Youth Wellness Center (Children and Youth 0-17 yrs.)

The Youth Wellness Center (Center) welcomes children and parents/guardians seeking mental health treatment services for youth ages 0-17 who are experiencing behavioral challenges. The youth must be eligible for Medi-Cal or have no health insurance coverage. The Center triages clients based on their individual conditions. Children in crisis can be seen the same day, while children with less urgent conditions may be scheduled for an assessment. The service begins with a mental health assessment by a therapist who meets with the child and the parent/guardian to determine the behavioral needs and the level of care that is appropriate. A case manager may assist the therapist with linking the youth for ongoing treatment services and identify resources that are available to meet other needs the youth and family may have identified.

The Center also provides follow-up services for youth that have experienced a mental health crisis, but who are not receiving ongoing

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outpatient mental health treatment. The goal is to avoid repeated crisis episodes by linking the client quickly to ongoing mental health treatment services with Children's Mental Health or a community resource based upon the severity of the youth's behavioral health needs. The Center recognizes the strengths of our youth and families and provides the mental health and support services to best promote wellness and resiliency.

1.4.1 24-Hour Availability of Services to Address Emergency Conditions-In County

The FCMHP Access Line offers 24-hour availability of services with linguistic capability, seven days a week. The toll-free line provides information on access to SMHS, including urgent and emergent care. The FCMHP Access Line is operated by a contracted provider. Access Line staff members with mental health training, certification, and/or licensure receive the calls and determine the nature of each call. If the caller requires language assistance, the call is coordinated with United Language Group, the County's contracted language interpretation service.

Staff triage the caller to determine the most appropriate level of care and referral type needed and provide the appropriate linkage. Callers with urgent or emergent conditions will be transferred to 9-1-1 for emergency assistance or, if determined to be safe, be advised to enter the system as a walk-in through one of the following sites as most appropriate:

Adults (18 yrs. +)

Exodus Crisis Stabilization Center

Provides 24-hour OUTPATIENT services for adults with severe mental illness in crisis.

4411 E. Kings Canyon Road
Fresno, CA 93702
(559) 453-1008
24 hours per day, 7 days per week

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Exodus Psychiatric Health Facility (PHF)

Provides 24-hour INPATIENT hospitalization services for adults with severe mental illness in crisis.

4411 E. Kings Canyon Road
Fresno, CA 93702
(559) 600-7180
24 hours per day, 7 days per week

Children & Youth (0-17 yrs.)

Exodus Youth Crisis Center (0-17 yrs.)

Provides 24-hour OUTPATIENT services for children and adolescents with severe mental illness in crisis.

4411 E. Kings Canyon Road
Fresno, CA 93702
(559) 512-8700

Central Star Youth Psychiatric Health Facility (PHF) (12-17 yrs.)

Provides 24-hour INPATIENT hospitalization services for children and adolescents with severe mental illness in crisis.

4411 E. Kings Canyon Road, Bldg. #319
Fresno, CA 93702
(559) 600-2382

1.4.2 24-Hour Availability of Services to Address Urgent Conditions-Out of County

The FCMHP ensures that Medi-Cal beneficiaries, when out of the county, will have adequate access to SMHS. Out of county beneficiaries may include children adopted from Fresno County, or placed in guardianship with family, or in foster care; children or adults in residential placement, or beneficiaries who are visiting another county or recently changed county of residence. Beneficiaries who require urgent or emergent mental health services may call the FCMHP toll-free Access Line, (800) 654-3937, to request information on how to access SMHS out of county. If the beneficiary has an urgent mental health need or is in crisis, the beneficiary may go to the nearest psychiatric or medical hospital or facility for

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assessment and crisis stabilization. No pre-authorization is necessary for crisis services.

1.5 Fresno County Mental Health Plan In-House Access Points-Fresno/Clovis Area

A Fresno County Medi-Cal beneficiary may access specialty mental health services by calling the client toll-free Access Line at (800) 654-3937. Access staff will provide the most appropriate linkage per the beneficiary's request and needs. Beneficiaries may also call one of the following access points directly, during business hours:

1.5.1 Adult Services

Metro Area Outpatient Clinic

The Metro Area Outpatient Clinic provides outpatient mental health services and case management through the Clinical Team, and medication support services through the Adult Medical Team, to mental health clients 18 years of age and older.

4441 E. Kings Canyon Road
Fresno, CA 93702
(559) 600-4099

Older Adult Mental Health Clinic

The Older Adult Mental Health Clinic provides mental health, medication support, case management, rehabilitation, and crisis intervention services to mental health clients 60 years of age and older. The clinic works collaboratively with several nearby Department of Social Services agencies and programs, including Adult Protective Services and In-Home Supportive Services, as well as the County Ombudsman and physical healthcare providers.

2025 E. Dakota Avenue, 2nd Floor, Suite 230
Fresno, CA 93726
(559) 600-5755

Conservatorship Team

The Conservatorship Team assists adult clients requiring psychological and/or psychiatric assessments for conservatorship determination. Clients are referred by designated acute psychiatric facilities (Exodus Psychiatric Health Facility, Community Behavioral

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Health Center, and the VA Inpatient Facility) as well as by the court for clients that are in the Fresno County jail.

4411 E. Kings Canyon Road
Fresno, CA 93702
(559) 600-1500

Latino Team

The Latino Team provides culturally appropriate individual rehabilitation, case management, individual therapy, rehabilitation/therapy groups, and medication services with an emphasis on family, when possible. Services are provided in the office, community, and at clients' residences.

4441 E. Kings Canyon Road
Fresno, CA 93702
(559) 600-4099

Perinatal Program

The Perinatal program provides mental health services to pregnant and postpartum mothers and their babies. The multidisciplinary team can provide services in the office or home. Clients can self-refer or request their doctor to refer them.

West Fresno Regional Center, Edison Plaza
142 E. California Avenue
Fresno CA 93706
(559) 600-1033
Fax: (559) 600-1101

Pathways to Recovery

Pathways to Recovery services support the recovery of women, men, and their children in their Substance Abuse Track, Therapeutic Children's Services and Mental Health Track. Services focus on treating all thinking, feeling, behavior, and/or substance use challenges that the client is experiencing. Pathways to Recovery uses a client/child focused, strength-based wellness and recovery model.

515 S. Cedar Avenue
Fresno, CA. 93702
Phone: (559) 600-6075
Fax: (559) 600-6090

1.5.2 Children/Youth Services

Children's Outpatient Program

Outpatient services are provided to youth 0 - 17 years of age, and infant mental health for voluntary or court-ordered 0-3-year-olds. Services include mental health assessments and evaluations, case management, transitional services, medication services through the Children's Medical Team, collateral interventions, individual and family therapy, family advocacy, community based services as needed, substance abuse prevention and interventions, parenting groups in English and Spanish, groups for pre-adolescents and adolescents girls, Boys Coping Skills group, trauma focused mental health treatment, attachment-based family and child therapy.

3133 N. Millbrook Ave
Fresno, CA 93703
(559) 600-8918

Metro School-Based Program

The Metro School-Based Program is designed to deliver outpatient specialty mental health services to school age students that have been identified by school administration or other designated staff that they may benefit from school-based mental health treatment. Because of transportation, payment or family challenges, these students are not able to access services in the clinic setting. This program is available in school sites within Fresno, Central and Clovis Unified School Districts.

3147 N. Millbrook Avenue
Fresno, CA 93703
(559) 600-6750

1.6 Fresno County Mental Health Plan Access Points-Rural

Fresno County contracts with an organizational provider to operate clinics at rural sites throughout the county. Services include mental health services, intensive case management, crisis outreach services, medication evaluation, peer support, and supported independent permanent housing for adults with serious mental illness and children with severe emotional disturbance in Fresno County. These clinics serve multiple levels of severity, offer therapy, case management and psychiatric services at the following locations:

275 Madera Avenue, Kerman, CA 93606
(855) 225-7604 (Kerman location only)

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3111 Coalinga Plaza, Coalinga, CA 93210
40 E. Minarets, Pinedale, CA 93650
1311 11th Street, Reedley, CA 93654
225 Academy Ave, Sanger, CA 93657
3800 McCall Avenue, Selma, CA 93622
(855) 343-1057 (Coalinga, Pinedale, Reedley, Sanger, & Selma locations)

Rural School-Based Program

The Rural School-Based program is designed to deliver outpatient specialty mental health services to school-age students that have been determined by school administration or other designated staff as potentially benefitting from school-based mental health treatment. The focus of treatment is on wellness, resiliency and recovery to assist the entire family who may benefit from specialty mental health services. The program enables students and their families to access services by reducing the barriers to care due to the lack of resources, transportation, language, ability to pay, or other family challenges.

3147 N. Millbrook Ave
Fresno, CA 93703
(559) 600-6892

Rural Resource Guide

The FCMHP has identified mental health resources in Fresno County rural areas. Please follow this link for more information:
<http://www.co.fresno.ca.us/home/showdocument?id=2877>

1.7 Multi-Agency Access Program (MAP)

DBH provides an integrated MAP intake process connecting individuals and families facing homelessness/housing challenges, substance use disorders, or physical health and/or mental health-related challenges to supportive service agencies in Fresno County. DBH seeks to streamline access processes to ensure that all individuals in need of behavioral health care have timely, personal, relevant, clear and understandable paths to care. By integrating behavioral health into other systems such as physical health care settings, justice settings including courts and probation, schools, and other service delivery organizations, DBH can significantly increase access to care and improve the total health and wellness in the community.

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The MAP Point is a Collaborative of an experienced team of three partners: Kings View Corporation, Centro La Familia Advocacy Services, and Poverello House. Community Regional Medical Center is a project participant and will provide a MAP site at its Ambulatory Care Center, but is not a formal, funded partner. Together this team has developed a proposal to serve Fresno County through eight fixed sites and a mobile truck. The project includes three sites in urban Fresno and five rural sites, plus mobile unit stops. The plan draws upon the experience of the Poverello House at its current MAP Point at Poverello program, enhanced by the experience of Kings View Corporation and Centro La Familia Advocacy Services in serving the target populations.

The MAP provides an integrated intake process that connects individuals facing various challenges to supportive services, matching individuals and families to the right resources at the right time at the right location. This is accomplished through an established and formalized screening process, collaboration of service providers, leveraging existing community resources, eliminating barriers and assisting clients' access to supportive services.

In collaboration with the Hospital Council's Community Conversations and the Fresno-Madera Continuum of Care, Fresno's first pilot of a MAP, MAP Point at the Poverello House (Pov), opened February 17, 2015. MAP Point at the Pov is supported by full-time staff physically located on-site coupled with the coordinated efforts of multiple community partners rotating in on a daily schedule. Intakes/screenings are completed by on-site staff or a community partner.

Once the intake and assessment are completed, each agency will work within a centralized system for placement. The overall goals of the MAP Point project are as follows:

- Provide clients with a single point of entry in urban and rural communities where people may access health care and social services that promote their health, financial, and social well-being in the community.
- Support the client's resiliency and sustainability through appropriate linkages.
- Using best practices, engage the client in completing the Community Screening Tool and other appropriate tools to assist in the development of their linkage plan goals.
- Respect each client's ethnicity, gender, and belief system by utilizing cultural humility in all interactions.

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The MAP Point Collaborative proposes to serve all clients who come to one of the MAP points, and to leverage partner resources to create community awareness of MAP services. Partners develop conservative estimates of initial duplicated contacts based on their experience at each of the sites.

1.8 Provider Transition Plan

Should a contract provider choose to terminate their contract with the FCMHP or should a contract provider have their contract with the FCMHP plan terminated, that contract provider is responsible to assist in the transition of a beneficiary under their care to another provider who is contracted with the FCMHP. The terminating provider must contact the FCMHP as soon as possible and provide a list of all Fresno County beneficiaries under their treatment. The FCMHP will ensure that the beneficiary receives the same level of service from a provider of their choice during the transition.

1.9 Procedure for Requesting Other Mental Health Services

When a contract provider determines that the beneficiary needs additional mental health services, (such as Medication services) but these services are beyond the provider's capability or scope of practice to provide, the provider may contact a Utilization Review Specialist by calling (559) 600-4645, and provide the following documents:

- Copies of the Assessment and Plan of Care
- Completed Release of Information form
- Completed Medication Referral form (Refer to Section 15 for form information.)

Once the required forms are received, Managed Care will refer the beneficiary accordingly.

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Forms and Attachments

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CLINIC FACE SHEET

THERAPIST _____ DATE OF INTAKE _____ SITE _____

CLIENT NAME _____ D.O.B. _____ SS# _____

CLIENT'S BIRTH NAME _____ MOTHER'S FIRST NAME _____

RESIDENCE ADDRESS _____ PHONE# _____
STREET # CITY ZIP

MAILING ADDRESS _____ PRIMARY LANGUAGE _____
(IF DIFFERENT THAN RESIDENCE)

EMPLOYER _____ HIGHEST GRADE COMPLETED _____
(SCHOOL OF ATTENDANCE IF MINOR)

EMPLOYMENT STATUS (✓ ONE)

- ☐ FULL TIME (> 35 HOURS WEEKLY) COMPETITIVE JOB MARKET
☐ PART TIME (< 35 HOURS WEEKLY) COMPETITIVE JOB MARKET
☐ FULL TIME-NONCOMPETITIVE JOB MARKET
☐ PART TIME-NONCOMPETITIVE JOB MARKET
☐ UNEMPLOYED
☐ NOT IN LABOR FORCE (DISABLED)
☐ STUDENT
☐ UNKNOWN

ETHNICITY _____
(LIST SINGLE OR MULTIPLE ETHNICITIES)

PLACE OF BIRTH _____
(COUNTY IN CA, OR STATE IF NOT CA, OR COUNTRY IF NOT US)

GROSS MONTHLY INCOME \$ _____
(EARNED INCOME OR UNEMPLOYMENT ONLY)

MARITAL STATUS (✓ ONE)

- ☐ NEVER MARRIED
☐ MARRIED, REMARRIED, LIVING TOGETHER
☐ WIDOWED
☐ DIVORCED
☐ SEPARATED
☐ UNKNOWN

SPOUSE'S NAME _____ D.O.B. _____

REFERRAL SOURCE (IF ANY) _____
(I.E.; PHYSICIAN, SOC SVC, CVRC, POLICE, PROBATION, MH CLINICIAN. ETC.)

FOR MINOR CONSUMERS ONLY:

FATHER'S NAME _____ DOB _____ NATURAL, STEP-PARENT, ADOPTIVE, OTHER
(CIRCLE ONE)
MOTHER'S NAME _____ DOB _____ NATURAL, STEP-PARENT, ADOPTIVE, OTHER
(CIRCLE ONE)

FAMILY COMPOSITION	DOB	RELATIONSHIP	DMH NUMBER

YES NO
MEDI-CAL () () (ATTACH COPY OF CARD)

YES NO
PRIVATE INSURANCE () () (ATTACH COPY OF INSURANCE ID CARD)

GRANT AMOUNT \$ _____
(TANF, SSI, SOC SEC)

MEDICARE () () (ATTACH COPY OF CARD)

COMMENTS: _____

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