



Quick Guide to Behavioral Health Referrals and Treatment Requests

Psychotherapy (Therapy) and Medication Management (Psychiatry)

Referrals and Treatment Authorization Requests are not required

Members can access care by:

1. Finding a provider at cencalhealth.org, select “Find a Doctor Now” and schedule with any contracted Mental Health Specialist
2. Calling the Behavioral Health Call Center at (877) 814-1861
 - a. Spanish and English Line, follow prompts
 - b. They will receive a list of three Mental Health Specialists they can call to schedule an appointment
3. Providers can submit a Behavioral Health Care Coordination Request form to the Behavioral Health Department. You can download the form here: <https://www.cencalhealth.org/providers/behavioral-health-treatment-and-mental-health-services/>
 - a. Our Behavioral Health Navigators will contact member to assist member connecting with a provider and inform you of the outcome of the referral

Psychological Evaluation

Important Note: A Psychological Evaluation is an initial assessment of the member’s symptoms as well as the clinical recommendations for member’s care. This is the first step towards requesting Psychological Testing.

A referral is not required.

1. Refer a member to any contracted Psychologist for a psychological evaluation of any underlying mental health symptoms or diagnosis (including Autism Spectrum Disorder)
2. Contact the Psychologist to consult the reason for referral or assist member to schedule and inform the Psychologist for the reason for the consultation
3. The Psychologist will complete a Psychological Evaluation and provide the findings and recommendations to the PCP



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Psychological and Neuropsychological Testing

A referral is not required by PCP. Please work directly with any contracted Psychologist to refer for a Psychological Evaluation.

An authorization is required for the actual psychological or neuropsychological testing.

Providers can refer members for psychological testing by:

1. Providers should directly refer member to any contracted Psychologist for a Psychological Evaluation (No Referral Required)
2. Contact the Psychologist to consult the reason for referral or assist member to schedule and inform the Psychologist for the reason for the consultation
3. The Psychologist will complete a Psychological Evaluation and provide the findings and recommendations to the PCP
4. If psychological testing is indicated, the psychologist will submit a 50-1/Treatment Authorization Request to CenCal to complete the testing or send Psychological Evaluation to a psychologist who will complete the testing
5. If ABA treatment is indicated, the psychologist may submit the ABA Referral to CenCal Health
6. The PCP will receive the evaluation form with all findings and recommendations



ABA Referral

A Referral is required from a Physician, Surgeon or Psychologist.

Providers can refer members by:

1. Submitting an ABA Referral form to the Behavioral Health Department or submitting the ABA Referral form on the Provider Portal
2. Please select an ABA Provider with the Member
 - a. Please see the provider directory to identify a provider who is available in the Member's area and has open availability
 - a. Please contact provider as appropriate to consult prior to referring
3. If a provider is unsure if ABA Treatment is medically necessary, they please consult with a Psychologist for a Psychological Evaluation to determine the clinical recommendations for Member's care