

# Quick Guide: Behavioral Health FAQs for PCPs



This document provides answers to common questions PCPs may have about ABA services, mental health referrals, and psychological testing for CenCal Health members.

## WHAT BEHAVIORAL HEALTH SERVICES ARE INCLUDED THROUGH CENCAL HEALTH?

- Mild to moderate outpatient psychotherapy and psychiatry, with no referral needed
- Applied Behavioral Analysis (ABA), with a referral from a physician or psychologist
- Psychological and Neuropsychological Testing, when indicated

## IS A DIAGNOSIS NEEDED FOR ABA SERVICES?

No. A diagnosis is not required to start ABA services. If a diagnosis is desired, refer the member to a psychologist or psychiatrist for evaluation and diagnostic clarification.

## CAN ADULTS RECEIVE ABA SERVICES?

Yes. CenCal Health authorizes ABA services for all ages, when medically necessary.

## CAN MULTIPLE ABA REFERRALS BE SUBMITTED?

Yes. Multiple referrals can be submitted, especially if an ABA provider has a waitlist.

## PSYCHOLOGICAL EVALUATIONS/TESTING: WHAT IS THE PCP'S ROLE?

1. Help the member identify a psychologist or psychiatrist to evaluate and confirm a diagnosis.
2. Coordinate care by sharing medical records and any prior evaluations from schools or other agencies.

## WHERE DO I START IF A MEMBER NEEDS THERAPY OR PSYCHIATRIC MEDICATION MANAGEMENT?

CenCal Health serves members with mild to moderate mental health needs. County mental health serves members with moderate to severe mental health needs.

Please note: If you are unsure what level of needs a member has, the member can call CenCal Health Behavioral Health Department or their county Access line for a screening.

## WAYS MEMBERS CAN ACCESS CARE

### CenCal Health:

- Call CenCal Health Behavioral Health Department: **1-877-814-1861**
- Visit the Provider Directory: <https://providr.cencalhealth.org>
- Call a provider directly to schedule an appointment
- If a member has complex needs or needs support from a navigator with obtaining an appointment, providers may complete a Behavioral Health Care Coordination Form and submit it to the Behavioral Health Department.

### County Mental Health:

- San Luis Obispo Access line: **1-800-838-1381**
- Santa Barbara Access line: **1-888-868-1649**

If you have any additional questions, please contact us at [bhcounty@cencalhealth.org](mailto:bhcounty@cencalhealth.org) or call the Behavioral Health Provider Line at **805-562-1600**.