Quick Guide: Behavioral Health Care Coordination Process

When a **Behavioral Health Care Coordination form** is submitted, it goes to a CenCal Health Navigator. Care Coordination forms are used for any member experiencing barriers or difficulty accessing in-network CenCal Health mental health services (e.g., psychotherapy, medication management). Participation in Care Coordination is voluntary.

Navigation Outreach

- Navigators outreach to members within 1-3 business days of form submission.
- If contact is not made, Navigators outreach on three separate days/times before closing the request. When possible, Navigators will try to locate alternate contact numbers prior to closing the request.

Screening Process

A screening is completed by the Navigator to confirm the level of care that fits the member's needs. The type of support a member receives depends on their level of need:

- **Mild to Moderate Impairment:** Managed by CenCal Health
- **Moderate to Severe Impairment:** Managed by County Behavioral Health
- **Substance Use Disorders:** Managed by County Behavioral Health

For county-level services, Navigators offer to connect the member to their County ACCESS Line:

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

Reminders

- Care Coordination forms should not be used for urgent or crisis situations. Direct members to appropriate emergency services or their local crisis services as needed. Link to **Crisis Resources**.
- Care Coordination is not a referral. A referral is not required to access psychotherapy or medication management services.
- Care Coordination to behavioral health services is voluntary. Members must consent and be willing to engage in care coordination services.
- HIPAA verification is required when Navigators outreach to members. It is helpful to let the members know, so they expect the call and the HIPAA verification.
- Provider preferences are not guaranteed.
- Complete the Care Coordination form in its entirety, as the information provided helps better assess and support the member's needs. Incomplete forms may be returned for additional information before they can be processed.