Behavioral/Mental Health Services

Definitions (Regarding Medi-Cal Mental Health Services)

“Specialty Mental Health Criteria” means the criteria that identify service need based on inclusion of specific signs, symptoms, and conditions and proposed treatment associated with mental illness.

Medical necessity is defined by the California Code of Regulations:

Determination of Medical Necessity: Specialty Mental Health Services

- **Criteria A: Covered Plan Diagnosis**
  - Schizophrenia
  - Schizoaffective Disorder
  - Bipolar Disorders
  - Major Depression, Recurrent, With or Without Psychotic Features
  - Psychotic Disorder NOS
  - Borderline Personality Disorder
  - Post Traumatic Stress Disorder (PTSD)

**Exclusions:** Clients with a primary diagnosis of substance abuse and those with a sole diagnosis of developmental disability. The criteria exclude those with organic brain syndromes such as dementia or delirium.

- **Criteria B: Functional Impairment Criteria - Must also meet Criteria A**
  - **Definition:** Severe impairment in community functioning that includes consideration of sociocultural issues in one or more areas as a result of a mental health plan covered diagnosis. The specific functional impairment(s) must be clearly evident.
  - **Functional areas include:**
    - Basic self-care
    - Independent living skills
    - Consistent behaviors of endangerment of self or others
    - Productive activities; employment, education, volunteer, parent, caregiver, or other meaningful activities
    - Interpersonal Relationships
    - Co-morbidity (substance use and medical conditions along with a covered primary mental health condition

- **Criteria C:** Focus of the proposed intervention will be to significantly diminish impairment or prevent significant deterioration in an identified important area of functioning

- **Criteria D:** Impairments and conditions require specialty mental health services and would not be responsive to physical health care based treatment.

“Specialty Mental Health Provider” means a person or entity that is licensed, certified or otherwise recognized or authorized under the State law governing the healing arts to provide Specialty Mental Health Services. Specialty Mental Health Providers include but are not limited to: (i) clinics; (ii) hospital outpatient departments; (iii) certified residential treatment facilities; (iv) skilled nursing facilities; (V) psychiatric health facilities; (vi) hospitals; and (vii) licensed mental health professionals, including psychiatrists, psychologists, licensed clinical social workers, marriage, family and child counselors, therapists and registered nurses authorized to provide Specialty Mental Health Services.

“Specialty Mental Health Services” means:

1. Rehabilitative services;
2. Psychiatric inpatient hospital services;
3. Psychiatrist services;
4. Psychologist services; and
5. Psychiatric nursing facility services.
Referral Protocols

CenCal Health’s Medi-Cal Membership: Children and Adults

Referring Primary Care Physician and/or Attending Physician (when applicable) will:

1. Provide for the diagnostic assessments to rule out general medical conditions causing psychiatric symptoms, identify and treat those general medical conditions that are causing or exacerbating psychiatric symptoms.

2. Refer their patients to the appropriate resource following a diagnostic assessment when a psychiatric condition is not responsive to physical health care. For members who meet criteria for Specialty Mental Health Services, refer them to their local county mental health plan’s Access Team. Referrals to the Access Team can be made over the phone or for Santa Barbara County, complete the Alcohol, Drug, and Mental Health Services (ADMHS) Referral Form. If the member is experiencing a mild to moderate condition, refer the Member to The Holman Group. Referrals to The Holman Group will be made in the form of a phone call to The Holman Group at 1-800-321-2843.

The Holman Group will:

1. Maintain a network of qualified mental health providers to provide quality behavioral health services to CenCal Health’s members.

2. Accept referrals from CenCal Health staff, enrollee’s Primary Care Physician (PCP), and/or specialist, and directly from Members.

3. Will conduct an initial screening and arrange for the Member to have a face to face assessment with a mental professional or refer to another appropriate resource.

4. Refer the Member to the appropriate County Mental Health Program when they suspect the Member.

San Luis Obispo and Santa Barbara (ADMHS) Mental Health Plans will:

1. Accept referrals from CenCal Health staff, enrollee’s Primary Care Physician (PCP), and/or specialist, and directly from Members.

2. Determine eligibility for Specialty Mental Health Services and provide specialty mental health diagnostic assessments. When required Medical Necessity criteria are met, they will provide for Specialty Mental Health Services through their provider network.

3. Request each Member’s consent to share information gathered from specialty mental health assessments and/or treatment with the Member’s PCP or treating physician.

4. Refer Members to The Holman Group when they do not meet criteria for specialty mental health services.

5. Contact member’s PCP requesting any necessary authorizations in the event that the diagnosis and/or treatment of an included specialty mental health condition requiring diagnostic services.

6. Process a Member or their appointed representative’s appeal on their behalf of coverage decisions by the county’s Mental Health Plan when the Access Team informs the member, the Member's PCP or attending physician (when applicable) that a Member does not meet specialty mental health medical necessity criteria.

The Holman Group:
1-800-321-2843 (24 hours)
Santa Barbara Mental Health, Alcohol & Drug Access Team:
1-888-868-1649 (24 hours)
http://www.countyofsb.org/admhs/admhs.aspx?id=37340

San Luis Obispo Mental Health Access Team: 1-800-838-1381

San Luis Obispo Drug & Alcohol: (805) 473-7080
(south SLO county) (805) 781-4753 (central SLO county) (805) 461-6080 (north SLO county)

http://www.slocounty.ca.gov/health/mentalhealthservices/medical_beneficiary_information.htm

CenCal Health’s Other State Programs Membership (Access to Infants and Mother (AIM), and Healthy Kids- Santa Barbara):
Children and Pregnant Women

Holman Professional Counseling Centers (HPCC), also known as Holman will:

1. Accept referrals from CenCal Health staff, a member’s Primary Care Physician (PCP), and/or specialist, and directly from members for all mental health and substance abuse treatment services.

2. Members may contact Holman at their toll free telephone number, 1-800-321-2843, for assistance in finding a mental health provider and obtaining an authorization for their first counseling visit. www.holmangroup.com

Please note that Healthy Kids SED-qualified children will continue to be treated by their local county mental health plan in Santa Barbara County and San Luis Obispo Counties.