

Welcome to the Marin Mental Health Plan (MMHP). As your Mental Health Plan, we have the responsibility for making needed mental health services readily available to you; as a member, you have certain responsibilities. This handbook will describe both. You have a right to free interpreter services and copies of informational materials are available in alternative formats (e.g. CD, large font, non-English) and can be provided by the front desk or your clinician. If you have further questions after reading it, you may call MMHP Access Line at **1(888) 818-1115** (toll-free) to have your questions answered.

#### **Sí Usted Habla Español**

Si necesita está información en Español, por favor llame al **1(888) 818-1115** (llamada es gratis).

### **How To Get Mental Health Services**

All mental health services for MHP members that are not emergencies will be provided by staff of Behavioral Health & Recovery Services (BHRS), contracted community agencies and private therapists. If you are already receiving services from a traditional Medi-Cal provider (a psychiatrist or psychologist), ask your provider if he or she has joined the MHP network of providers. If so, your provider can assist you with continuing your services. If not, call the MMHP Access Line **1(888) 818-1115** (toll-free) to receive a referral to a new provider.

If you think you or a family member who has Medi-Cal benefits needs mental health services, simply call the BHRS Access Line (see front cover for numbers).

The Access Line staff can give you information and assess your need for treatment. Based on the needs of each person, the team may give you a referral and/or authorize services.

#### **Responsibilities of the MHP**

- Provide access to medically necessary mental health services;
- Make sure providers are available to serve the needs of members;
- Work with you and your provider to ensure quality mental health services;
- Respond to the needs of our members, both adults and children;
- Provide grievance and Fair Hearing procedures that are available to and easy to use by all beneficiaries.

#### **Responsibilities of MHP Members**

- Call the MHP when you need services or have questions about your *mental health* services. Keep all your scheduled appointments.
- Call your provider *at least one day in advance* if you have to miss a scheduled appointment.
- If you have any other health insurance like Medicare, Kaiser, or Blue Cross, please inform the MHP at the time of your first contact.
- Follow the plan of care you have agreed to with your provider.

- If your medications do not work or have unpleasant side effects, contact your provider.
- Get any necessary prescriptions renewed *before* they run out.
- Ask your provider to explain your treatment whenever you do not understand something.
- Tell your mental health provider if you are receiving other health care services.
- Call or go to a hospital emergency room or Crisis Stabilization Unit (CSU) (415)473-6666 **or emergency situations.**

#### **Outpatient Services**

**Counseling** is an interactive process of talking with a trained professional with the aim of reducing distressing symptoms and helping you achieve your goals. This may include individual, family, or group counseling.

**Youth and Family Services (YFS)/Youth Empowerment Services (YES)** provide individual, family and/or group therapy sessions at school, at the clinic or in the community, depending on the need. The clinician will support the youth and family to reach mutually agreed upon goals to decrease distressing symptoms and improve day to day functioning.

**Medication Services** professionals evaluate the need for psychiatric medications, provide prescriptions, educate members about compliance, side effects, and effectiveness.

Medication services are available for children and adults.

#### **Emergency Services**

**Crisis Stabilization Unit (Crisis Intervention)** is available 24 hours a day, seven days a week, at the Crisis Stabilization Unit (CSU) at 250 Bon Air Road, Greenbrae, in the Marin General Hospital building, or by calling **(415) 473-6666**. If you are outside of Marin County and have a life-threatening emergency, call **911** or go to the nearest emergency room. If you need continued services after the emergency, call the **Access Line** at **1(888) 818-1115** (toll-free). If you or someone you know is experiencing an acute mental health crisis and need help with rapid crisis intervention (for example: someone is expressing/threatening suicide but has not yet acted), you can call the **Mobile Crisis Response Team** 7 days a week from 1p.m. – 9p.m. at **(415) 473-6392**

**Hospital Services** are provided to members for evaluation and treatment of severely acute conditions for which services cannot be provided on an outpatient basis.

#### **Prescription Drugs**

Ask your Psychiatrist or Nurse Practitioner to determine if your medications are covered by Medi-Cal. You will need a written prescription from your medical provider to get these medications. You can continue to use your current pharmacy or ask your medical provider for the name of a convenient pharmacy.

## **Mental Health Services from Primary Care Physicians**

If a doctor who is not a psychiatric medical provider can assist you with a mental health problem, you may use your Medi-Cal to pay that doctor without MMHP involvement.

## **Physical Health Care and Dental Care**

You do not need to call the MMHP for authorization of physical health services or dental care.

## **Confidentiality**

The MHP is committed to protecting your privacy. We will not give out information about you or your treatment unless you give permission or unless allowed or required by law. Your provider will be required to share information with the MHP in order to get paid for the services provided.

## **Change Providers/Get a Second Opinion**

If you need a second opinion about your mental health condition, the services you need, or if you wish to change providers, please call the MHP Access Line or complete a Change of Provider form.

## **Your Suggestions**

Members' suggestions and opinions are important to improving the quality and effectiveness of services. The MHP periodically conducts client satisfaction surveys to get your opinions. Members

are encouraged to submit ideas for improving services at any time by writing, phoning or telling a member of the MMHP in person.

## **Patients' Rights Advocate**

Members are encouraged to discuss issues regarding their mental health services directly with their providers. Any member may also contact the County's *Patients' Rights Advocate* by calling **(415) 526-7525** at any time for information about resolving grievances.

## **Consumer Grievance Resolution**

Members who have a grievance are encouraged to discuss it directly with their providers. Members may also call the MHP to file a grievance over the phone; or you may request a grievance form from your provider or from the MHP at **1(888)818-1115** and file a written grievance. Grievances are reviewed by the MHP, which assures timely resolution within 60 days of the filing. Members may authorize another person to act on their behalf at any point in this process.

## **Advanced Health Care Directive**

MMHP members have the right and are encouraged to have an Advanced Health Care Directive. For complaints about the Advance Directive requirement call (800) 236-9747.

## **Fair Hearings**

When members receive a Notice of Action stating that services have been denied, changed or terminated, or for any other reason, they may file for a State Fair Hearing. To find out how to

schedule your Fair Hearing, you may call **(800) 952-5253**. The FAX is **(916) 229-4110** or you may send mail to: Fair Hearings, 744 P St., Box 19-37, Sacramento, CA 95814-6485.

## **State Mental Health Ombudsman**

If you need help finding information about Medi-Cal services and your rights, you can call the CA Dept of Mental Health Ombudsman in Sacramento at **(800) 896-4042**.

# **MEMBER HANDBOOK**

# **MARIN MENTAL HEALTH PLAN**

County of Marin  
Dept of Health & Human Services  
Behavioral Health and  
Recovery Services  
Marin Mental Health Plan  
P O Box 2728  
San Rafael CA 94912-2728

### ***Outpatient Authorization:***

1(888) 818-1115 (toll free)

Fax: (415) 473-2353