

Help Patients Get the Right Behavioral Health Treatment

You may need to refer a CalViva Health member to behavioral health services as part of their treatment plan. Use these tips to coordinate care and help the member get the right care.

Encourage patients to access their behavioral health services

Actions for you and the patient ...	Talk with patients about contacting the Plan ...
Partner with the patient to call the Plan’s Behavioral Health Provider Services number during an office visit.	“Let’s call the Plan together to find a provider that fits what you need.”
Let patients know they can call the Plan directly to find a provider with a confirmed timely appointment available and/or the best telehealth option.	“Call the number on the back of your identification card, member services can help you find a behavioral health provider or specialist who has a confirmed timely appointment available. They can also help review telehealth choices.”



Assure your patients that the Plan works with county agencies

The California Department of Healthcare Services Mental Health Services Division oversees county mental health plans. Each county provides access to specialty mental health services and substance use disorder (SUD) services (also known as chemical dependency services). These Medi-Cal specialty and SUD services are excluded from the Plan’s coverage responsibilities. For Medi-Cal members with a severe level of impairment and/or SUD, Health Net can help you and your patient by working with the county agencies to get patients the right mental health or SUD care that’s needed.

Share information to improve treatment results

- Share medical records with the patient’s behavioral health provider.
- When referring a patient to a behavioral health provider, share if the patient has any of the following:
 - A medical condition that could impact behavioral health treatments.
 - Lab test results that could impact a reaction to certain medications.
 - Responses to brief interventions.

(continued)

- Ensure you have a signed consent form to redisclose patient information to the designated behavioral health specialist and the Plan. Give a signed copy of the document(s) to the patient, or the patient’s parental or legal guardian.
- Ask the behavioral health specialist to share necessary information with you. This supports a comprehensive treatment plan.

Access the behavioral health provider directory

- Visit www.mhn.com/find-a-provider.html.
- Select *Medi-Cal member plan*, then click *Next*.
- Choose one of three search options shown in the table below:

Telehealth	Distance	Provider Attributes and Location
<ul style="list-style-type: none"> • For telehealth options, check the box next to ‘Search by Telehealth.’ • For a specific telehealth option (listed below), enter the name in ‘Last Name, Group or Facility Name.’ • Finally, check ‘View Search Results.’ 	<ul style="list-style-type: none"> • Search by Distance, Address, City, or State and Zip Code. • If you want telehealth options, check the box next to ‘Provides Telehealth Service.’ • Finally, check ‘View Search Results.’ 	<ul style="list-style-type: none"> • Search by Last Name, Group or Facility Name, National Provider Identifier (NPI), License Number, Admitting Facility, Area code, Address, City, State and Zip Code, and County. • Finally, check ‘View Search Results.’

Telehealth services at a glance

Telehealth options ¹	Ages served
Telehealthdocs	10+
Telemed2u	6+
Inpathy®	6+
HealthLinkNow	6+

¹All telehealth options use Zoom for online video medical appointments except Inpathy, which uses Athena.



How to contact the Plan

Have members call the phone number indicated on the back of the member identification card for the following:

- 24/7 telephonic crisis support.
- Make an appointment, if needed, including telehealth.
- Interpreter or language assistance.

Providers may contact the Behavioral Health Provider Services number at 844-966-0298 with help for the above services for the member.