

# Help Patients Get the Right Behavioral Health Treatment

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

## Encourage patients to access their behavioral health services

Actions for you and the patient ...	Talk with patients about contacting Health Net ...
Partner with the patient to call Health Net's Behavioral Health Provider Services number during an office visit.	"Let's call Health Net together to find a provider that fits what you need."
Let patients know they can call Health Net 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 Health Net works with county agencies<sup>1</sup>

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 Health Net'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)*

<sup>1</sup>Applies to Medi-Cal only.

- 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](http://www.mhn.com/find-a-provider.html).
- Check the Health Net Plan that applies, 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"> <li>• For telehealth options, check the box next to ‘Search by Telehealth.’</li> <li>• For a specific telehealth option (listed below), enter the name in ‘Last Name, Group or Facility Name.’</li> <li>• Finally, check ‘View Search Results.’</li> </ul>	<ul style="list-style-type: none"> <li>• Search by Distance, Address, City, or State and Zip Code.</li> <li>• If you want telehealth options, check the box next to ‘Provides Telehealth Service.’</li> <li>• Finally, check ‘View Search Results.’</li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Finally, check ‘View Search Results.’</li> </ul>

## Telehealth services at a glance

Telehealth options <sup>2</sup>	Commercial <sup>3</sup> / Marketplace	Medicare	Medi-Cal	Ages served	SUD <sup>4</sup> treatment
AbleTo <sup>5</sup>	X	X		18+	No
Teladoc <sup>6</sup>	X	X	X	18+	No
Telehealthdocs	X	X	X	10+	No
Telemed2u	X	X	X	6+	No
Inpathy®	X		X	6+	Call to confirm
HealthLinkNow	X	X	X	6+	Call to confirm
Octave Behavioral Health	X			18+	Yes

<sup>2</sup>All telehealth options use Zoom for online video medical appointments except Inpathy, which uses Athena.

<sup>3</sup>Commercial plans: HMO, POS, PPO.

<sup>4</sup>SUD – Substance use disorder. This column applies to Commercial/Marketplace only.

<sup>5</sup>AbleTo app is used for ages 18+.

<sup>6</sup>Behavioral health counseling is available to Medi-Cal 18+ and commercial 13+. Psychiatry is available for 18+ for all lines of business. General medical urgent care is available to all lines of business for all ages.



## How to contact Health Net

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.