

Help Patients Get the Right Behavioral Health Treatment through MHN

You may need to refer a patient to MHN, Wellcare By Health Net's (Health Net's*) behavioral health administrator, 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 MHN ...
Partner with the patient to call MHN's customer service number during an office visit.	<i>"Let's call MHN together to find a provider that fits what you need."</i>
Let patients know they can call MHN directly to set up an appointment and find a provider with the best telehealth option.	<i>"MHN's customer service can help you find a behavioral health provider or specialist and set up an appointment. They can also help review telehealth choices."</i>
Find an MHN network provider through their online directory.	<i>"MHN's website can help you choose a provider – even one with telehealth service."</i>



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 treatment.
 - Lab test results that could impact a reaction to certain medications.
 - Responses to brief interventions.
- Ensure you have a signed consent form to redisclose patient information to the designated behavioral health specialist and MHN. 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.

(continued)

Access the MHN 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	SUD Treatment ²
Teladoc	18+	No
Telehealthdocs	10+	No
Telemed2u	6+	No
Bright Heart Health Medical Group	18+	Yes, and pain management
AbleTo	18+ ¹	No

¹AbleTo app is used for ages 18+.

²SUD – Substance use disorder.



How to contact MHN

- **24/7 telephonic crisis support: 800-322-9707**
- **Referrals (including telehealth) or help getting an appointment, if needed: 888-327-0010.**
- **For interpreter or language assistance: 888-426-0023.**

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