



Health Care Agency Behavioral Health Services Policies and Procedures	Section Name:	Care and Treatment
	Sub Section:	Referral
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	SIGNATURE	DATE APPROVED
Director of Operations Behavioral Health Services	<u>Signature on File</u>	<u>8/3/16</u>

SUBJECT: Access to Specialty Mental Health Services for Out-of-County Beneficiaries

PURPOSE:

To ensure eligible Orange County Beneficiaries have access to Specialty Mental Health Services when out-of-county, but within the state and border communities.

POLICY:

Behavioral Health Services (BHS) provides Orange County beneficiaries who reside in foster care or residential placement, and other beneficiaries, who require urgent or emergency care while out-of-county, access to Specialty Mental Health Services.

SCOPE:

These procedures apply to Orange County beneficiaries who are adults in residential placements, children in group, foster home, or kinship placement, and other beneficiaries who require urgent or emergency services while out-of-county.

REFERENCES:

Orange County Health Care Agency (HCA) Contract with Administrative Services Organization.

Title IX – California Code of Regulations, Chapter 11, Article 2, 1810.205.1– (Border Community).

Title IX – California Code of Regulations, Chapter 11, Article 2, 1830.205 – (Medical Necessity Criteria for Mental Health Plan (MHP) Reimbursement of Specialty Mental Health Services).

PROCEDURES:

- I. Residential Placements:
 - A. Beneficiaries residing in out-of-county Residential Placements shall access psychiatry and psychological services through the Administration Services

Organization (ASO), The ASO shall be contacted through the 24-hour statewide toll-free number at 800-723-8641 to obtain authorization for mental health services.

- II. Out-of-County Foster, Group or Kinship Placements:
 - A. The caretakers or Social Services staff for children placed in foster, group or out-of-county kinship placements may access mental health services through the Administrative Services Organization. The caretaker or Social Services staff shall contact the ASO at 800-723-8641 and request mental health services for the child. The ASO shall locate a service provider credentialed through the Mental Health Plan of the county where the child currently resides.

- III. Out-of-County Beneficiaries Who Require Emergent or Urgent Mental Health Services:
 - A. Beneficiaries who are out-of-county and require emergent mental health services, (within 4 hours), shall go to the nearest Emergency Room or the county's local emergency mental health treatment services location and request emergency mental health services. Prior authorization is not necessary for emergency mental health treatment services.

 - B. Beneficiaries who are out-of-county and require urgent mental health services (within 24 hours), shall contact the ASO by calling the statewide 24-hour toll-free number at 800-723-8641. If the beneficiary is hearing impaired, the California Relay Service (CRS) is available by dialing 711. The ASO shall locate a credentialed service provider within that county's Mental Health Plan and authorize the appropriate mental health services for the beneficiary.