



**Dear Member,**

Welcome to the Alameda County Behavioral Health Plan (BHP). The BHP is a program of Alameda County Behavioral Health Care Services.

When you have Medi-Cal in Alameda County, you become eligible for the Alameda County Behavioral Health Care Services BHP program. You may never need any of these services, but if you do, we are here to help.

Please read this handbook carefully.

We do not pay for or provide medical services. We also cannot help you with SSI or welfare forms. Please do not call us for these needs.

As your Behavioral Health Plan, we have certain responsibilities. As a member, you also have responsibilities. We have psychiatrists, therapists, and other staff in our program. Usually we will refer you to one of these people for services. We may also suggest other places that are not part of our BHP where you can get help.



### **Our goals are to:**

- 🌿 Help you get the service that you need.
- 🌿 Work with your psychiatrist or therapist for the care that is best for you.
- 🌿 Be sensitive to your needs.

### **We expect you to:**

- 🌿 Choose your psychiatrist or therapist from our BHP.
- 🌿 Call your psychiatrist or therapist for appointments and consider the advice you receive.

### **ACCESS: Our Member Helpline**

Our member helpline is called ACCESS. It can answer your questions about finding the right services for you. It is open 24 hours a

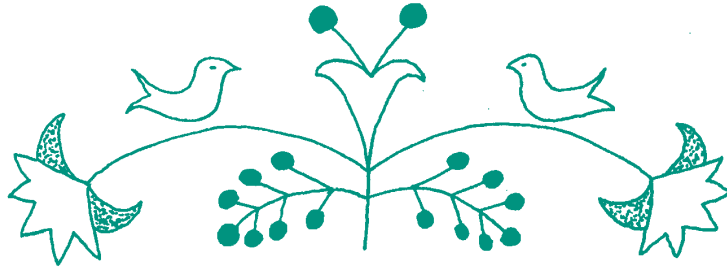


day, seven days a week. Call us if you have any questions. The phone number is **1 (800) 491-9099** or **(510) 346-1000**.

Staff at ACCESS speaks languages in addition to English. We have translators to help you if you do not speak English. We can also help if you have trouble seeing or hearing.

### **ACCESS will help you:**

- 🌿 Get answers to your questions about Mental Health and Alcohol and Drug Treatment Services.
- 🌿 Find out what services are available.
- 🌿 Decide what kind of service you need.
- 🌿 Choose a psychiatrist or therapist near you.
- 🌿 Get mental health or substance abuse treatment for your children.
- 🌿 Learn about services for special needs.

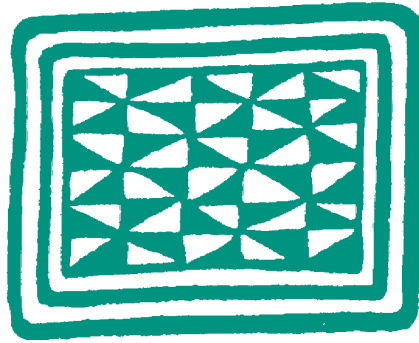


- 🌿 Figure out any problems you may have in getting our services.

### **What Services Can You Get?**

The Alameda County Behavioral Health Plan helps you receive and pay for the following services:

- 🌿 **Intake:** This is when you first visit a service site and give basic facts about yourself to staff.
- 🌿 **Screening:** Staff will get more information from you to learn about your need, the best way to meet your need, and where best to get services.
- 🌿 **Hospital care:** Staff may suggest that you stay in a hospital that will care for you 24 hours a day.
- 🌿 **Outpatient services:** You may make an appointment to see a psychiatrist or therapist in his or her office for help with your illness.
- 🌿 **Psychiatric emergency or crisis:** You may use this service 24 hours a day whenever you need help and



cannot wait for an appointment with a psychiatrist, therapist, or other mental health services.

- 🌿 **Medicine:** Staff may suggest that you meet with a psychiatrist who may recommend medicine to help you for a period of time.
- 🌿 **Children and youth:** Children may see a psychiatrist or therapist who knows how to work well with children and their families.

## Emergencies

The BHP pays for psychiatric emergency services. If you have an emergency, you must act quickly. Call **911** or go to the nearest hospital. If you are not sure it is an emergency, call ACCESS at **1 (800) 491-9099**.

If you need other mental health and alcohol and drug treatment after you have had emergency care, call us at **1 (800) 491-9099**. We will help you get an appointment.