

## **SECTION XIV – CARE COORDINATION BETWEEN PHYSICAL HEALTH AND MENTAL HEALTH PROVIDERS**

Communication between primary health care physicians (PCP's) and the Local Mental Health Plan (LMHP) specialty mental health providers is essential to ensure care coordination and access to services. The Health Insurance Portability and Accountability Act (HIPAA) regulations are federally mandated guidelines for Protected Health Information (PHI). Under HIPAA, health plans, health care clearinghouses, and health care providers that maintain or transmit PHI must maintain reasonable and appropriate administrative, technical, and physical safeguards. This is to ensure the integrity and confidentiality of the information, protect against unauthorized use or disclosure of the information, and ensure compliance by their officers and employees.

The *Provider Communication* form (MH 707) is for use by PCPs and the LMHP mental health providers (Refer to Attachment I). Also included in this attachment are *Provider Communication Form Instructions* for completing the form. The exchange of information form allows information exchange between PCPs and network providers. Information requested on the form includes essential medical information such as current medication, significant medical conditions and mental health conditions. By completing the information requested on the form, PCPs and network providers will have crucial information in order to facilitate care coordination.

Providers must obtain from the Medi-Cal beneficiary, a signed *Authorization for PHI a MH 602* form, to release information (Attachment II). Network providers are to retain a copy of the medical information received from the PCP in the client record. When faxing PHI, a HIPAA-compliant cover sheet is required. For convenience, a HIPAA Compliant Fax Cover Sheet is included in this section (Attachment III). For more information on HIPAA refer to the following website address: [www.medi-cal.ca.gov](http://www.medi-cal.ca.gov) and click on the "References" link then scroll down to "HIPAA Update."

Medi-Cal beneficiaries often self-refer to mental health network providers without the knowledge of their PCP. It is important for care coordination and the welfare of the beneficiary for the network provider to obtain a signed consent and forward pertinent information to the PCP. Medi-Cal beneficiaries may not be enrolled in a Medi-Cal managed care physical health plan without having a PCP. In such cases, network providers may obtain a referral for physical health care for these Medi-Cal beneficiaries by contacting the ACCESS Center at (800) 854-7771.

### **SPECIALTY MENTAL HEALTH SERVICES TO ASSIST PRIMARY CARE PHYSICIANS IN THE TREATMENT OF MEDI-CAL LMHP BENEFICIARIES**

#### **CLINICAL EVALUATION AND CONSULTATION PROCEDURES\***

##### **1. Outpatient Evaluation and Consultation Services**

###### Outpatient Evaluation and Consultation

- PCP's may obtain outpatient evaluations and consultations to assist in the mental health diagnosis and clinical management (psychotherapeutic and psychopharmacological) of health plan beneficiaries. In contrast to routine services, an urgent evaluation and consultation is required when the beneficiary has non-life threatening symptomatology, that left untreated within 24 hours, may lead to a life threatening emergency or further decompensation. Recommendations may be obtained from a network provider for continued clinical management through the PCP or through initiation of specialty mental

health services. Routine and urgent outpatient evaluations and consultations should be sought through:

- The ACCESS Center at: (800) 854-7771; or
  - Contact with the Medi-Cal beneficiary's mental health provider, if currently in treatment.

#### Emergency Outpatient Evaluation and Consultation

- An emergency mental health condition is defined as behavioral symptomatology that may result in imminent harm to self or others. Emergency life-threatening mental health situations should be treated expeditiously. Emergency services may be sought through:
  - Calling 911; or
  - The ACCESS Center at: (800) 854-7771; or (Including Psychiatric Mobile Response Team (PMRT) )
  - Contact with the Medi-Cal beneficiary's mental health provider, if currently in treatment; or
  - The Local Police Department.
- Requests for Emergency Outpatient Evaluations should be followed by contact with the current specialty mental health provider to facilitate disposition planning.

## 2. Inpatient Evaluation and Consultation Services

#### Non-Emergency Inpatient Evaluations

- Non-Emergency inpatient evaluations are rendered through psychiatrists with clinical staff privileges at the facility in which the Medi-Cal beneficiary is being treated. Information and access to hospital staff psychiatrists are available through the specialty mental health facility.

#### Emergency Inpatient Evaluations

- Psychiatrists affiliated with the facility treating the Medi-Cal beneficiary render emergency inpatient and emergency room evaluations. Freestanding medical facilities that may not have access to psychiatric evaluations in emergency situations should contact any of the following resources:
  - The ACCESS Center at (800) 854-7771; (Including Psychiatric Mobile Response Team (PMRT) ); or
  - The Local Police Department or 911

\*Please be aware that all consultations require a face-to-face clinical evaluation.

Listed on the next page are the telephone numbers of the two health care plans, L.A. Care and Health Net, and their Plan Partners. Most Los Angeles County Medi-Cal beneficiaries are enrolled in L.A. Care or Health Net.

## Health Plan Behavioral Health Network Contact Information

## Medi-Cal Only Beneficiaries

Medi-Cal Managed Care Health Plan	Non-Specialty Behavioral Health Service Provider	Contact Information	
L.A. Care – Blue Shield	Beacon	Fax: (866) 422-3413 or (855) 765-9701	
Health Net	MHN	Fax: (855) 703-3268 Phone: (800) 675-6110 ( <i>follow member prompts</i> )	
L.A. Care	Beacon	Fax: (866) 422-3413 Phone: (877) 344-2858	
L.A. Care – Anthem	Anthem	Fax: (855) 473-7902 ( <i>Attn: Medi-Cal BH</i> ) Email: <a href="mailto:Medi-CalBHUM@wellpoint.com">Medi-CalBHUM@wellpoint.com</a> Phone: (888) 831-2246 ( <i>option 1 for BH, 2 for BH</i> )	
Health Net – Molina	Molina	Fax: (562) 499-6105 Phone: (888) 665-4621	
Kaiser Regional Offices			
Regional Office	Contact Information	Regional Office	Contact Information
Bellflower Area Downey/Norwalk	Fax: (562) 657-2497 Phone: (562) 807-6200	San Ferando Valley Woodland Hills	Fax: (818) 592-3015 Phone: (855) 701-7955
Lancaster	Fax: (661) 951-2999 Phone: (661) 951-0070	San Gabriel Valley Baldwin Park/West Covina	Fax: (626) 856-3010 Phone: (626) 960-4844
Los Angeles Sunset	Fax: (323) 783-4299 Phone: (323) 783-2600	South Bay	Fax: (310) 517-3499 Phone: (310) 325-6542
Panorama City Santa Clarita/Reseda	Fax: (818) 758-1200 Phone: (800) 700-8705	West L.A.	Fax: (323) 298-3119 Phone: (323) 298-3100

## Cal MediConnect Beneficiaries

Cal MediConnect Health Plan	Non-Specialty Behavioral Health Service Provider	Contact Information
Blue Shield	Beacon	Fax: (877) 752-3257 Email: <a href="mailto:cmcCare1_st@beaconhs.com">cmcCare1_st@beaconhs.com</a> Phone: (855) 765-9701
L.A. Care	Beacon	Fax: (800) 916-4102 Email: <a href="mailto:cmc_lacare@beaconhs.com">cmc_lacare@beaconhs.com</a> Phone: (877) 344-2858
Health Net	MHN	Fax: (855) 703-3268 Email: <a href="mailto:MHN.CMC@MHN.COM">MHN.CMC@MHN.COM</a> Phone: (855) 464-3571
Molina	Molina	Fax: (562) 499-6105 Phone: (855) 665-4627
Blue Cross of CA Partnership Plan	Beacon	Fax: (877) 321-1792 Email: <a href="mailto:CareMore@beaconhealthoptions.com">CareMore@beaconhealthoptions.com</a> Phone: (855) 371-8092

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