

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
OFFICE OF INTEGRATED CARE**

HEALTHY WAY L.A. GUIDELINES

SUBJECT	GUIDELINE NO.	EFFECTIVE DATE	PAGE
Specialty Mental Health Referral Process for Healthy Way L.A. (HWLA) Members	I.A	07/01/2011	1 of 4
DISTRIBUTION:			
<input checked="" type="checkbox"/> Community Partners	<input checked="" type="checkbox"/> Legal Entity Providers		
<input checked="" type="checkbox"/> Directly-operated Programs	<input checked="" type="checkbox"/> Service Area Navigators		

PURPOSE: To describe the process by which individuals with Healthy Way L.A. (HWLA) are able to access outpatient specialty mental health services.

- DEFINITIONS:**
1. Department of Health Services (DHS) Directly-operated Program – The Health Centers, Medical Centers, Comprehensive Health Centers and Multiservice Ambulatory Care Centers listed in Attachment I, which are operated by the Department of Health Services.
 2. Community Partner – Community Partner agencies are programs that have contracts with DHS to provide primary health care services. A portion of these Community Partners also have contracts with the Department of Mental Health (DMH) to provide specialty mental health services for HWLA members. See Attachment II for a list of Community Partners with and without a mental health contract.
 3. Department of Health Services (DHS) DMH Co-located Program – DMH has staff co-located at six (6) DHS Comprehensive Health Centers and two (2) Multiservice Ambulatory Care Centers (MACC), listed in Attachment III, to provide specialty mental health services to individuals with HWLA who receive primary health care services at those DHS sites.
 4. Department of Health Services (DHS) Central Referral Unit (CRU) – The DHS CRU tracks and assigns all specialty mental health referrals from DHS directly-operated and Community Partner entities. Referrals are sent to the CRU when providers upload the DHS Department of Mental Health Referral form (see Attachment IV) into the Referral Processing System (RPS).
 5. Service Area Navigator – The Service Area Navigator (“Navigator”) assists individuals requesting mental health services in “navigating” the array of mental health services available to them as well as facilitates linkage and communication with

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providers to strengthen the array and quality of available services, see Attachment V for the list of lead Navigators for HWLA.

6. Medical Home – Every HWLA member is assigned to a medical home, which is a DHS directly-operated or Community Partner facility, once they are enrolled in HWLA.
7. Primary Care Provider (PCP) – PCP, for the purpose of this guideline, refers to a physician, nurse practitioner or physician assistant working at a DHS directly-operated or contracted hospital, ambulatory care clinic or outpatient setting.
8. HWLA Member – For the purpose of this guideline, HWLA members are individuals who are enrolled in HWLA or who have submitted an application for HWLA and are pending a decision on whether they have been approved or denied for HWLA.

GUIDELINES:

1. HWLA members are able to access specialty mental health services by:
 - Requesting a referral from their primary care provider (PCP),
 - Contacting the Navigator for the Service Area in which they live,
 - Calling the 24/7 DMH ACCESS Helpline or
 - Contacting a mental health service provider.
2. In accordance with the Special Terms and Conditions for California’s Bridge to Reform, section 1115a, HWLA members must receive a face-to-face appointment within 30 business days of request.
3. Partnerships have been established between DHS directly-operated and Community Partner agencies with specialty mental health providers. These partnerships were developed to facilitate the referral process, as well as, the integration and coordination of care between primary care and mental health providers, see Attachment VI for the list of DHS – DMH partnerships.

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PROCESS:

1. PCPs who have a patient that requires specialty mental health services will complete the Department of Mental Health Referral form and upload it into the RPS to be sent to the CRU. The CRU will assign the referral to the Tier 1 or Tier 2 partner that has been assigned to the facility where the PCP works.
 - 1.1 If the CRU requires assistance in assigning the referral to a specialty mental health provider, they will contact the respective Service Area Navigator.
 - 1.2 The specialty mental health provider that receives the referral must offer a face-to-face appointment with the HWLA member within 30 business days from when the client first discussed mental health services with their PCP.

2. A HWLA member may contact the Navigator for the Service Area in which they live to request mental health services. This is considered a self-referral.
 - 2.1 If the client receives primary health care from the medical home for which they are assigned, the Navigator should refer the client to the appropriate Tier 1 or Tier 2 provider.
 - 2.2 If the client does not receive services from the medical home for which they are assigned, or are pending HWLA approval and not yet assigned to a medical home, the Navigator can refer the HWLA member to any specialty mental service in the HWLA network of providers.
 - 2.3 The Navigator must ensure that the mental health provider is able to offer the HWLA member a face-to-face appointment within 30 business days from when the HWLA member first contacted the Navigator.

3. A HWLA member may contact the 24/7 DMH ACCESS Helpline to request mental health services. This is considered a self-referral. The ACCESS staff person taking the call will forward the HWLA member's information to the appropriate Service Area Navigator.

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- 3.1 If the client receives primary health care from the medical home for which they are assigned, the Navigator should refer the client to the appropriate Tier 1 or Tier 2 provider.
- 3.2 If the client does not receive services from the medical home for which they are assigned, or are pending HWLA approval and not yet assigned to a medical home, the Navigator can refer the HWLA member to any specialty mental service in the HWLA network of providers.
- 3.3 The Navigator must ensure that the mental health provider is able to offer the HWLA member a face-to-face appointment within 30 business days from when the HWLA member first contacted ACCESS.
- 4. A HWLA member may contact a mental health provider directly to request mental health services. This is considered a self-referral.
 - 4.1 The mental health provider must offer a face-to-face appointment within 30 business days of when the HWLA member first contacted them for services.

Attachment I	DHS Directly-operated Programs
Attachment II	Community Partners with and without mental health contracts
Attachment III	DMH Co-Located Programs
Attachment IV	DHS Department of Mental Health Referral form
Attachment V	Lead Service Area Navigators for HWLA
Attachment VI	DHS – DMH Partnership List
References	Centers for Medicare and Medicaid Services, Special Terms and Conditions for California’s Bridge to Reform section 1115(a) Medicaid Demonstration

Specialty Mental Health Referral Process for Healthy Way L.A. Members
Attachment I

DHS Directly-operated Programs:

Health Centers (HC)	Medical Centers	Comprehensive Health Centers (CHC)	Multiservice Ambulatory Care Centers (MACC)
Antelope Valley HC	Harbor-UCLA Medical Center	El Monte CHC	High Desert MACC
Bellflower HC	LAC+USC Medical Center	H. Claude Hudson CHC	Martin Luther King MACC
Dollarhide HC	Olive View Medical Center	Hubert H. Humphrey CHC	
Glendale HC		Long Beach CHC	
Harbor-UCLA Family HC		Mid-Valley CHC	
La Puente HC		Roybal CHC	
Lake Los Angeles HC			
Littlerock HC			
San Fernando HC			
South Antelope Valley HC			
Wilmington HC			

Specialty Mental Health Referral Process for Healthy Way L.A. Members
Attachment II

Community Partners with Mental Health Contracts:

AltaMed Health Services	Mission City Community Network, Inc.
Antelope Valley Community Clinic	Northeast Community Clinic
Asian Pacific Health Care Venture, Inc.	Northeast Valley Health Corporation
Central City Community Health Center, Inc.	Pediatric & Family Medical Center, dba Eisner Pediatric & Family Medical Center
Chinatown Service Center	South Bay Family Healthcare Center
Clinica Monseñor Oscar Romero	St. John's Well Child and Family Center, Inc.
Community Health Alliance of Pasadena	Tarzana Treatment Centers
East Valley Community Health Center, Inc.	The Los Angeles Free Clinic, dba The Saban Free Clinic
Eldorado Community Service Center	T.H.E. Clinic
El Proyecto del Barrio	Valley Community Clinic
Garfield Health Center	Venice Family Clinic
Harbor Community Clinic	Westside Family Health Center
JWCH Institute, Inc.	

Community Partners without Mental Health Contracts:

All for Health, Health for All, Inc.	Sacred Heart Family Medical Clinic, Inc.
American Indian Healing Center	Samuel Dixon Family Health Center, Inc.
Arroyo Vista Family Health Foundation	South Atlantic Medical Group, Inc.
BAART Community Healthcare	South Central Family Health Center
Central Neighborhood Medical Group, Inc.	The Catalyst Foundation for AIDS Awareness and Care
Comprehensive Community Health Center	The Children's Clinic, Serving Children and Their Families
Compton Central Health Center, Inc.	The Church of Our Saviour
Durfee Family Care Medical Group	Universal Health Foundation
Emilie Shenouda, MD	University Muslim Medical Association, Inc.
Family Healthcare Centers of Greater Los Angeles, Inc.	URDC Human Services Corporation
Korean Health, Education, Information and Research Center	Watts Healthcare Corporation
KORYO Health Foundation	Westside Neighborhood Clinic
Pomona Valley Hospital Medical Center Community Health Center	Wilmington Community Clinic

Specialty Mental Health Referral Process for Healthy Way L.A. Members
Attachment II

Queenscare Family Clinic	
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Specialty Mental Health Referral Process for Healthy Way L.A. Members
Attachment III

DMH Co-Located Programs:

Comprehensive Health Centers (CHC)	Multiservice Ambulatory Care Centers (MACC)
El Monte CHC	High Desert MACC
Hubert H. Humphrey CHC	
Long Beach CHC	
Mid-Valley CHC	
Roybal CHC	

Specialty Mental Health Referral Process for Healthy Way L.A. Members
Attachment IV

Department of Mental Health Referral from Department of Health Services

Please [click here](#) to view the updated and fillable referral form

Specialty Mental Health Referral Process for Healthy Way L.A. Members
Attachment V

Lead Service Area Navigators for Healthy Way L.A.

Please [click here](#) to view the updated HWLA Navigator Listing

Specialty Mental Health Referral Process for Healthy Way L.A. Members
Attachment VI

**Healthy Way L.A. Partnerships between the Departments of Mental Health
and Health Services**

Please [click here](#) to view the updated Partnership Listing