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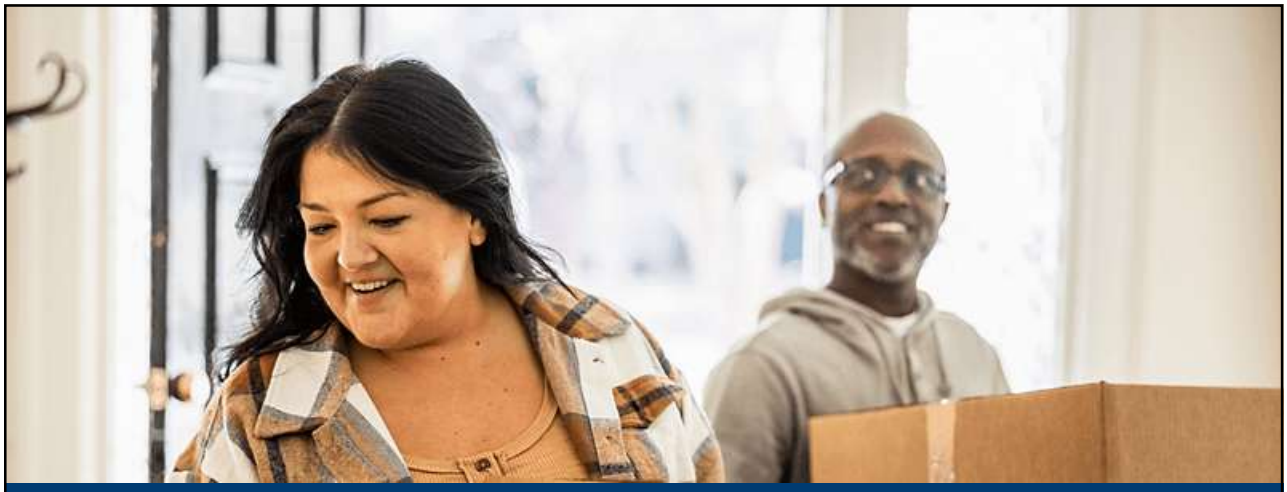
Los Angeles County DMH and DPH-SAPC Housing Forum

Dalma Diaz, Medi-Cal Local Engagement, Los Angeles County

November 4, 2026

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Transitional Rent Resources

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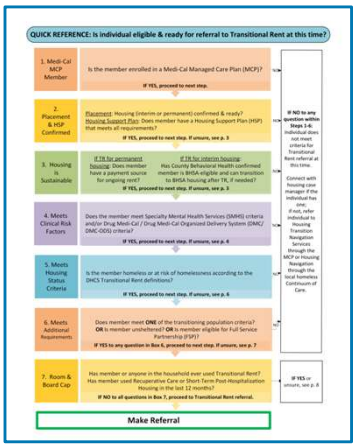
Eligibility Criteria Explainer (CSH Advisory Committee)

Developed by the Housing-Related Community Supports Implementation Advisory Committee

A plain-language **explainer and guide** that translates DHCS Transitional Rent eligibility criteria into step-by-step decisions.

Can be utilized by providers and referrers as:

- An onboarding guide for training front-line staff on Transitional Rent eligibility
- A quick reference to confirm eligibility prior to referral
- A tool for staff who follow up on referrals with MCPs to better understand why a Transitional Rent referral was approved or denied



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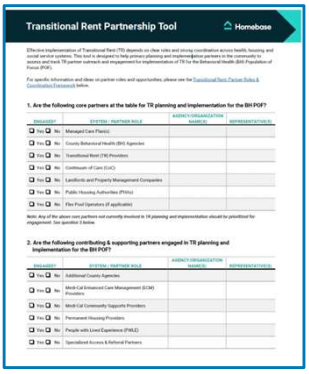
Transitional Rent Resources (Homebase)

Kaiser Permanente partnered with Homebase and the California Health Care Foundation to develop Transitional Rent **educational materials**.

The cross-sector tools and guidance support coordination across counties, Managed Care Plans (MCPs), behavioral health, and housing partners.

Download practical resources for implementation, including:

- Eligibility and referral guidance
- Housing Support Plan template
- Partnership and coordination tools
- Member vignettes to illustrate use cases



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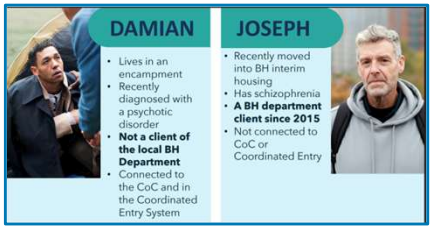
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Transitional Rent Webinars (Homebase)

View presentation slides and videos of **recorded trainings for local implementers** featuring the Fundamentals of Transitional Rent and Peer Learning Series deep dives into:

- Eligibility and Referrals
- Month 7 Planning
- HMIS and Data Sharing





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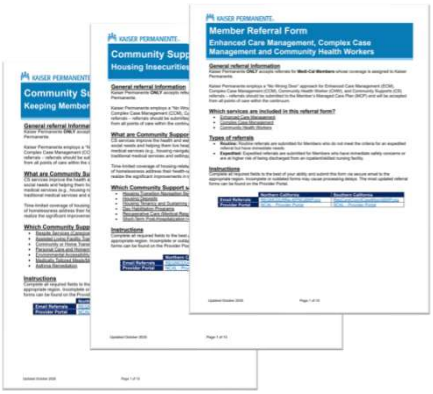
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REMINDER: Kaiser Permanente Referral Forms

Kaiser Permanente has CalAIM referral forms. These referral forms aim to improve successful linkages and enhance information collected, thereby reducing authorization delays.

1. Enhanced Care Management, Complex Care Management (CCM), California Integrated Care Management (CICM), and Community Health Workers Referral Form
2. Community Supports – Referral Form Housing Insecurities
3. Community Supports – Referral Form Keeping Members at the Home and Chronic Conditions



More information available at Provider Information | Community Provider Portal | Kaiser Permanente

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Submitting Referrals | ECM, CS, and CHW

Kaiser Permanente (KP) has a no-wrong-door approach to referrals.

- Referrals are accepted from any source (members, providers, family, community organizations, etc.)
- Referrals may be placed via email, via phone, or through KP Health Connect.
- Referrals are reviewed within 5 business days to determine if the Member is eligible.

AREA	NORTHERN CALIFORNIA COUNTIES	SOUTHERN CALIFORNIA COUNTIES
PHONE (Member)	1-833-721-6012 (TTY 711) Monday-Friday (closed major holidays) 8:30 a.m. to 5:00 p.m.	1-866-551-9619 (TTY 711) Monday-Friday (closed major holidays) 8:30 a.m. to 5:00 p.m.
EMAIL (Counties/CBOs)	Send completed referral form to REGMCDURNs-KPNC@kp.org Subject line: "ECM Referral" or "CS Referral" or "CHW services request" All Enhanced Care Management, Community Support and Community Health Worker referral forms can be located at Provider Information | Community Provider Portal | Kaiser Permanente.	Send completed referral form to RegCareCoordCaseMgmt@kp.org Subject line: "ECM Referral" or "CS Referral" or "CHW services request" All Enhanced Care Management, Community Support and Community Health Worker referral forms can be located at Medi-Cal provider portal | Kaiser Permanente.

For contracted providers/organizations submitting referrals to your own ECM/CS/CHW organization, please send the referral form directly to your contracted Network Lead Entity.

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Mental Health for Kaiser Permanente Medi-Cal members (Non-Specialty Mental Health Services)

✓ Did you know…
You can get Mental Health at Kaiser Permanente (KP) without a referral?

Your Primary Care doctor can also refer you.



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Medi-Cal Mental Health: Kaiser Permanente and County Mental Health Plans

Benefit Umbrella for full Coverage

Kaiser Permanente	County Mental Health Plan
• Assessments & Testing • Individual & Group Therapy • Family & Support services • Consultation with a psychiatrist • Medication, supplies & supplements • Outpatient medication management • Imaging & Lab services	• More serious mental health services • Most substance use services
Non-Specialty Mental Health Services	**Specialty Mental Health Services**



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Get help with your mental health—anytime, anywhere

If you're having a hard time mentally or emotionally, we make it easy to get help when and where you want it. Everyone's experience with mental health is different. And no matter where you start, we'll help connect you to the care you need.



(continues on next page)

Learn more at kp.org/mentalhealth

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1. When appropriate and available. 2. The apps and services described above are not covered under your health plan benefits, are not a Medi-Cal covered benefit, and are not subject to the terms set forth in your Medi-Cal member handbook. The apps and services may be discontinued at any time. 3. Some members may have to pay a fee for certain classes.

(continued)

Mental health services

Get support for mild to moderate mental health needs – We offer:

- Mental health assessment
- Individual and group therapy
- Psychological testing
- Family therapy and support services
- Prevention and early intervention
- Outpatient medication management
- Consultation with a psychiatrist
- Medications, supplies, and supplements
- Imaging and lab services

For more serious mental health and most substance use services, you'll need to get care through your county's mental health plan. Check your Medi-Cal member handbook or other plan documents for more information. Or call Member Services 24/7 at **1-855-839-7613** (TTY **711**).

Meet with a mental health provider – Get help creating a care plan tailored to your needs. To make an appointment, call **1-800-390-3503** (TTY **711**) Monday to Friday, 8 a.m. to 5 p.m. No referral needed.

Get screened for substance use disorder – If you or someone you love is struggling with alcohol or drugs, we can help. Talk to your doctor or visit kp.org/addiction.

Urgent and emergency care

Urgent care – Call for 24/7 urgent mental health support near you.

- Kaiser Permanente: **1-800-390-3503**
- National Suicide & Crisis Lifeline: **988**
- TTY: **711**

Emergency care – If you're having a medical or mental health emergency, call **911** or go to the nearest emergency room.

Primary care

Get 24/7 medical advice by phone – Call **1-866-454-8855** (TTY **711**) anytime for medical advice and guidance.

Talk to your primary care doctor – Your doctor can assess your mental health needs and connect you with the right care. Call **1-866-454-8855** (TTY **711**) or visit kp.org/appointments anytime to schedule a visit in person, by phone, or by video.[1]

Social health and wellness resources[2]

Get support beyond the doctor's office – As a Kaiser Permanente member, you can:

- Find advice and tools to help you create healthier daily habits
- Get one-on-one wellness coaching to help you quit smoking, eat healthier, reduce stress, and more
- Access self-care apps for sleep, mood, or relationships – 24/7, at no cost
- Join in-person, over-the-phone, or online health classes and programs[3]

Learn more and get started at kp.org/health-wellness.

Connect to community resources – Visit kp.org/socialhealth for help with things like food, housing, and financial help.

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More Information on Medi-Cal Changes and Medi-Cal Support

DHCS

Department of Health Care Services

https://www.dhcs.ca.gov/medi-cal/updates/medi-cal-changes/

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Medicaid Assistance Center

1-800-557-4515 (toll-free)
or
711 (TTY)

Monday through Friday, 8 a.m.
to 5 p.m. PST.

For help in Spanish, 1-800-545-7263.

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Your Key KP Contact

Kaiser Permanente Local Engagement Team



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(323) 975 - 3046

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