


County of Marin Behavioral Health & Recovery Services (BHRS)	POLICY NO. BHRS-37
	Next Review Date: June 1, 2028
POLICY: <u>CENTRALIZED ACCESS TO CARE</u>	Date Approved: June 11, 2025 Date Reviewed/Approved:
	By:  Todd Schirmer, Ph.D., CCHP Director of Behavioral Health and Recovery Services

POLICY: CENTRALIZED ACCESS TO CARE

I. PURPOSE:

The purpose of this policy is to ensure a consistent process for 24/7 access to Specialty Mental Health Services (SMHS) or referral for non-specialty mental health services and/or substance abuse screening, assessment and referral services.

II. REFERENCES:

- Code of Federal Regulations (CFR) Title 42, Section 438.10
- California Code of Regulations (CCR) Title 9, Section 11, § 1810.405(d)(f); 1810.410 (e)(1)
- DHCS Information Notice 25-014
- DMH Information Notice No. 10-02; 10-17
- MHP Contract, Exhibit A, Attachment 1
- Drug/Medi-Cal Organized Delivery System (DMC-ODS) Waiver Standard Terms and Conditions
- BHRS 77 Substance Use Services Residential Authorization

III. AUTHORITY/RESPONSIBILITY:

- Division Directors
- Medical Director
- Quality Management
- Substance Use Services Administration
- Program Managers/Supervisors
- Access Team
- BHRS Staff

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The Marin County twenty-four hours a day, seven days a week (24/7) toll free Access line is a centralized point of entry for Behavioral Health and Recovery Services (BHRS). BHRS will ensure that access to specialty mental health and substance use services are conducted in the least restrictive way possible.

Staff answering the 24/7 Access line will utilize language line services if needed to meet the language needs of the caller. Staff will provide information on how to access Specialty Mental Health Services, screen, assess or triage to treatment teams for assessment, provide information about services for urgent conditions, and provide information to Medi-Cal members on how to use the member problem resolution and fair hearing processes.

All requests for Specialty Mental Health Services, information about services to treat urgent conditions, and how to use the member problem resolution and fair hearing process are logged and include the name of the member, the date of the request, and the initial disposition of the request.

Quality Management Utilization Review staff are responsible for authorizing residential substance use treatment, including reviewing and responding to prior authorization requests for residential substance use treatment within twenty-four (24) hours of the request. (Refer to BHRS-77 Substance Use Services Residential Authorization).

Should services be denied for not meeting criteria, staff will follow protocols for Notices of Adverse Benefit Determination as specified in the Department of Health Care Services (DHCS) Information Notice 25-014.

Centralized access is comprised of the Access 24/7 line as well as the physical location for “walk-in” access. The function of the Access line is to receive initial contact by members requesting mental health or substance use services. Walk-in coverage is available during regular Access Team hours from 8:00am–5:00pm weekdays. The access line is answered 5:00pm-8:00am by a contracted after hours call center. After hour coverage for emergencies is available through Crisis Stabilization Unit (CSU), Mobile Crisis Team (MCT), Helen Vine Recovery Center, or 911.

During the initial planned services meeting with the Medi-Cal Member, whether by phone or in person with the Access Team or treatment teams, the Medi-Cal Member will be informed that they have the opportunity to request a specific provider or to a change of providers, including the right to use culture or gender-specific providers. The Medi-Cal

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Member will have the option of selecting from a choice of possible providers, using the MHP Provider Directory.

For members that are already linked with services through BHRS providers, appointment scheduling is arranged by either the provider themselves with the client, or by the reception desk for each program as necessary. Members are free to contact reception to arrange for appointment scheduling. Members may leave a voicemail on confidential lines to request appointments or may contact the Access 24/7 line for requests.

County of Marin psychiatrists hold time and space on their weekly schedules for urgent appointments. Members who are already linked with a provider can request urgent appointments for psychiatric services as warranted by contacting the reception desk. After-hours access for urgent services can be through CSU, MCT, Helen Vine Recovery Center, or 911.