



Medi-Cal Managed Care Plans, Mental Health and Substance Use Disorder Benefits and Your Right To Equal Coverage

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Mental Health and Substance Use Disorder Benefits: Managed Care Plans

Effective January 1, 2014, Medi-Cal beneficiaries with “mild-to-moderate” conditions will receive certain new mental health & substance use disorder benefits through their Medi-Cal Managed Care Plans. These benefits include individual and group mental health evaluation and treatment, psychological testing, outpatient services for monitoring medication treatment, outpatient laboratory, medications, supplies and supplements, psychiatric consultation and screen and brief intervention.

Mental Health Benefits: County Mental Health Plans

Specialty mental health benefits and substance use benefits will continue to be provided by County Mental Health Plans. Examples include intensive day treatment, inpatient psychiatric services, day rehab, crisis intervention, adult residential treatment services, methadone therapy, and naltrexone for narcotic dependence.

Mental Health Parity

The transition and coordination of certain mental health benefits to Managed Care Plans must meet equal coverage requirements under the law. Access to appropriate doctors and medications, prior authorization requirements, treatment limitations, number of visits, and days of coverage must be equal for mental and physical health conditions. This is called "**mental health parity**" and it is the law.

Your Hearing Rights

When a mental health service is denied, delayed or discontinued by your Medi-Cal managed care plan, you have the right to request a hearing. To keep the same benefits while you wait for a hearing, you must request a hearing within 10 days of the date of the notice.

Send your hearing request to:

Administrative Adjudications Division
P.O. Box 944243
Mail Station 19-37
Sacramento, CA 94244-2430

Enforcement of Parity Laws

The California Department of Managed Health Care (DMHC) oversees the Medi-Cal Managed Care Plans. If you are not satisfied with the outcome of an internal grievance, have a clinically “urgent” situation such as a transplant, cancer, cardiac or stroke patient experiencing access to care issues, delays in surgery, or medication issues, you can contact DMHC at 1-888-466-2219; or online at <https://wps0.dmhc.ca.gov/ContactForm/>.

For assistance in Santa Clara, San Mateo, Alameda, San Francisco, Contra Costa, Marin, Sonoma, Napa, Solano, Santa Cruz, San Benito, Monterey and San Luis Obispo Counties, contact:

MENTAL HEALTH ADVOCACY PROJECT
152 N. Third Street, 3rd Floor
San Jose, CA 95112
www.lawfoundation.org
408-280-2407
1-800-248-6427 x 407

This information is provided to you through the combined effort of the following organizations:

Disability Rights California
(916) 504-5800/(800) 776-5746

Legal Aid Society of San Diego, Inc.
(877) 534-2524

Mental Health Advocacy Project
(408) 293-4790

Mental Health Advocacy Services
(213) 389-2077

