

Medi-Cal Informing Booklet

Guide to Medi-Cal Mental Health Services

What this booklet will tell you:

- **BASIC INFORMATION**

- **Telephone Numbers**

- Emergency 911
- TC Mental Health Services 530-623-5708 - or - 888-624-5820 **24 hours**
- Children's Services Manager 530-623-1362
- Patients' Rights Advocate 530-560-9297

- **Does someone need help right away?**

- Even if there is no emergency, a person with mental health problems needs help right away if one or more of these things is true:
 - Hearing or seeing things others believe are not there;
 - Extreme and frequent thoughts of, or talking about, death;
 - Giving away their things;
 - Threatening to kill themselves (suicide);
 - Wanting to hurt themselves or others.
- If one or more of these things is true, call **911** or the TC MHP at **888-624-5820** (24 hours, toll free). Mental Health workers are on-call 24 hours a day.

- **HOW DO I GET SERVICES?**

- If you are in a crisis & need immediate services, please call our crisis line services at **888-624-5820**. If this is not an urgent service, you may call our office to arrange an intake assessment. The number is **530-623-1362**. You may also visit our office in person and our support staff will arrange an assessment for you or provide referral material, as appropriate. If you are in a crisis situation, one of our counselors will assist you immediately. Otherwise, it is our goal to see you within 10 days of your call or visit.

- **INFORMATION ABOUT DOCTORS, THERAPISTS, CLINICS, HOSPITALS**

- You can request informing materials in person or by phone at **530-623-1362**, or **888-624-5820** or **530-623-5708** in an emergency. *You may also inquire by mail: TCBHS, PO Box 1640, Weaverville, CA 96093.*
- For additional information, contact our office, Monday – Friday, 8am to 5pm, at 623-1362.

- **GETTING A PROVIDER LIST**

- You may obtain a copy of our Provider List at either of our two offices: 1450 Main Street, Weaverville or 154-B Tule Creek Road, Hayfork or by calling **530-623-1362** during office hours or after-hours at **530-623-5708** or **888-624-5820**. A provider will be assigned as available and according to the provider's ability to meet your needs.

- **GETTING URGENT CARE IN THE MIDDLE OF THE NIGHT or ON A WEEKEND**

- Call **888-624-5820** or **530-623-5708**, or go to the emergency room. If you require urgent care after hours, you will be referred to a crisis worker who may refer you to the local hospital emergency room for follow-up, if necessary, or to other appropriate care. The Trinity County Hospital Emergency Room is located at 60 Easter Avenue in Weaverville, CA. Their phone number is **530-623-5541**. Prior authorization is not required for urgent care services.

- **NOT SATISFIED WITH TREATMENT?**

- If you have a concern or problem, or are not satisfied with your mental health services, the TC MHP wants to be sure your concerns are resolved simply and quickly. Please contact the MHP at **888-624-5820** to find out how to resolve your concerns. There are three (3) ways to resolve concerns about services or other problems:
 - File a Grievance verbally or in writing with the MHP about any MHP-related issue.
 - File an Appeal verbally (and follow-up in writing) or in writing the MHP.
 - File for a State Fair Hearing with the Department of Social Services.

- **PATIENTS' RIGHTS ADVOCATE**

- Trinity County's Patients' Rights Advocate (PRA) can assist with any problems or complaints you have with your mental health services. The PRA can be reached at **530-560-9297**.

- **MAINTENANCE OF MY MENTAL HEALTH RECORDS**

- You have a right to privacy. Your provider cannot tell anyone outside of the provider network any clinical information you give Trinity County unless you supply written permission or deems it acceptable.

The **Medi-Cal Informing Booklet**, "*Guide to Medi-Cal Mental Health Services*", contains much more information. Trinity County Behavioral Health Services (TCBHS) suggests and encourages every consumer of Specialty Mental Health Services to read the complete booklet. This booklet is available by requesting it from the Front Desk receptionist.