

Module 3: Access & Eligibility

Figuring out the right place to refer students to behavioral health services can be a big challenge.

Below are the outpatient behavioral health services for youth in the County of San Diego. This module will review 8 different ways to access care.

1. [SchoolLink San Diego](#) (County-Funded School-Based Behavioral Health Services)
2. County-funded Community-Based Behavioral Health Providers
3. Medi-Cal Health Plans – Managed Care Plans (MCP)
4. Private (Commercial) Insurance
5. Federally Qualified Health Centers (FQHC)
6. Primary Care Providers (PCP)
7. Special Education Related Services including Educationally Related Mental Health Services (ERMHS)
8. Children and Youth Behavioral Health Initiative (CYBHI) – [Fee-Schedule](#) Program

If a student is experiencing a behavioral health crisis, call 911 or the Access & Crisis Line at 988 or 888-724-7240 (see Modules 7 and 8 for additional crisis supports)

Access to Care #1

SchoolLink: County-Funded School-Based Behavioral Health Services

Overview

- Services are provided at no or low cost to the family as authorized by the behavioral health provider's contract with the County of San Diego.
- No one is turned away due to inability to pay.
- Services can be provided during or outside of school hours, on-campus or in a community setting, based on the student's and family's needs.
- Located at schools with a significant number of Medi-Cal and uninsured students.
- Some programs focus on treating substance use disorders as the primary need, while others require that the student has a primary mental health disorder.



Eligibility Criteria

Meets medical necessity criteria for specialty mental health services or Drug Medi-Cal. For more information, go to:

- [Title 9 Medical Necessity Criteria](#)
- [Title 22 Diagnosis Medical Necessity DSM](#)
- [Behavioral Health Information Notice No: 21-073](#)

In a nutshell:

- Student has a mental health or substance use condition, or are at high risk for a mental health condition due to experience of trauma
- The behavioral health disorder is or will impair an important area of life functioning
- There is a reasonable expectation that intervention will help
- Medi-Cal enrolled or low income and uninsured or underinsured youth up to 21 years old

How to Access

- Submit [SchoolLink referral form](#) to designated contact on campus.

Access to Care #2

County-funded Community-Based Mental Health Providers

Overview

- Services are provided at no or low cost to the family as authorized by the behavioral health provider's contract with the County of San Diego.
- Services can be provided by an organizational (clinic) or fee for service (private clinician) provider.
- No one is turned away due to inability to pay.
- Services are provided in a community setting.
- Some programs focus on treating substance use disorders as the primary need, while others require that the student has a primary mental health disorder.

Eligibility Criteria

Meets medical necessity criteria for specialty mental health services or Drug Medi-Cal. For more information, go to:

- [Title 9 Medical Necessity Criteria](#)
- [Title 22 Diagnosis Medical Necessity DSM](#)
- [Behavioral Health Information Notice No: 21-073](#)

In a nutshell:

- Student has a mental health or substance use condition, or are at high risk for a mental health condition due to experience of trauma
- The behavioral health disorder is or will impair an important area of life functioning
- There is a reasonable expectation that intervention will help
- Medi-Cal enrolled or low income and uninsured or underinsured youth up to 21 years old

How to Access:

Call the **San Diego County Access & Crisis Line** at **888-724-7240** or 988 to ask for the closest providers by zip code, or utilize the [Behavioral Health Services Directories for Children, Youth, and Families](#)

Access to Care #3

Medi-Cal Health Plans



Overview

Medi-Cal health plans can help their members identify a behavioral health provider in their network. [Medi-Cal Managed Care Plans \(MCP\) Contact Card](#)



Eligibility Criteria

Eligible services, participating providers, and related co-pays will depend on the Medi-Cal health plan.

How to Access:

Encourage or help the parent call their child's Medi-Cal health plan. Most Medi-Cal insurance cards list a separate phone number for behavioral health services.



- Blue Shield of California Promise Health Plan: 855-321-2211
- Kaiser Permanente: 877-496-0450 (English), 800-788-0616 (Spanish)
- Community Health Group Partnership Plan: 800-404-3332
- Molina Healthcare: 888-665-4621

Access to Care #4

Private Insurance



Overview

Private insurance plans, often provided through a parent's employer, can help their members identify a behavioral health provider in their network.



Eligibility Criteria

Eligible services, participating providers, and related co-pays will depend on the plan.



How to Access:

Encourage or help the parent call their child's insurance plan. Most insurance cards list a separate phone number for behavioral health services.

Access to Care #5

Federally Qualified Health Centers

Overview

Many federally qualified health centers (also known as community health centers) provide no or low-cost behavioral health services.

Eligibility Criteria

- For Medi-Cal enrolled or eligible youth, services are provided at no cost to the family as authorized by the Medi-Cal managed care plan.
- For uninsured youth, community health centers offer behavioral health services on a discounted sliding fee scale based on the family's income and size.

How to Access

- Search online at: <https://findahealthcenter.hrsa.gov/> or [FQHC List Public](#)
- Call 211 San Diego to ask for the closest federally qualified health center with behavioral health services.

Access to Care #6

Primary Care Providers



Overview

Primary care providers can provide behavioral health services and/or refer their patients for care.



Eligibility Criteria

Eligible services and related co-pays will depend on the provider and the students' insurance.



How to Access:

Encourage or help the parent call their child's insurance plan. Most insurance cards list a separate phone number for behavioral health services.

Access to Care #7

Special Education Related Services

See **Module 14: Special Education** for eligibility and referral information for special education related behavioral health services.

Overview

- Outpatient mental health and substance use disorder support.
- Services rendered at a school or school-linked site.
- Children, youth, and families will not pay out-of-pocket expenses and there will not be any impact to their existing insurance plan nor deductibles.

Eligibility Criteria

- Children, youth, or Transitional Aged Youth (TAY) under the age of 26
- Enrolled in public TK-12 schools or institutions of higher education, AND
- Covered by Medi-Cal managed care plans, Medi-Cal Fee-for-Service, health care service plans and disability insurers
- Children, youth, and families will not pay out-of-pocket expenses and there will not be any impact to their existing insurance plan nor deductibles.

How to Access:

Available at participating schools. Information is also available on the CYBHI Fee Schedule program website: [Fee-Schedule](#)

Behavioral Health Services Posters

[Click here](#) for a printable poster that details the ways to access behavioral health services for youth in San Diego County.

For individual posters in each threshold language, please visit the "Resources" page on [the website](#).

Behavioral Health Services for Youth in San Diego County

SAN DIEGO COUNTY ACCESS & CRISIS LINE
888-724-7240 or 988
 7 days a week | 24 hours a day

If you aren't sure where to refer a student, you can call the Access & Crisis Line phone or refer the student to the SchoolLink provider on-campus. If a student is experiencing a behavioral health crisis, call 911.

SchoolLink
 County-Funded Behavioral Health Services
SchoolLink is only available at designated schools. Contact your school for details.

OVERVIEW

- Services are provided at no cost to students for the health care authorized by the behavioral health provider's contract with the County of San Diego.
- Services can be provided during or outside of school hours, on-campus, at a community setting, or in the student's home, based on the student and family's needs.

HOW TO ACCESS

- SchoolLink referral: SchoolLink referral refers to designated school on-campus or off-campus SchoolLink provider directly.
- Call the Access & Crisis Line at 888-724-7240 or 988 for a community-based provider referral.
- <https://bit.ly/2Lz7p7t> for details.

ELIGIBILITY CRITERIA

- Medi-Cal enrolled on fee-for-service and managed or self-managed youth.
- Medi-Cal enrolled in managed care plans in San Diego County, including in Specialized Health Services or Drug Medi-Cal Contracts, the student.
- The student has a mental health or substance use condition.
- The behavioral health disorder can self-report an impairment or risk of self-harm.
- There is a recommended intervention that intervention will help.

Medi-Cal Health Plans

Medi-Cal health plans can help determine whether a behavioral health provider is in-network. Call the plan's behavioral health line for a referral or cover information. The number is usually: [Medi-Cal for Business call](#).

Private Insurance

Private insurance plans often provide through a parent's employer, on the day, covering students' behavioral health needs. Verify student at Private Insurance coverage or call 211 for a community location.

Federally Qualified Health Centers

Many federally qualified health centers also known as community health centers provide mental health services. Search online at [Psychiatric Services](#) or call 211 for a community location.

Primary Care Providers

Primary care providers can provide behavioral health services and refer their patients for care.

Educationally Related Services

School districts are responsible for providing special education and related services. Health care is provided by behavioral health providers. Some districts may have school-based health centers. Teachers, administrators, school psychologists and school nurses can provide guidance on the SD school and assessment process.

CYBHI - Fee Schedule Program

Students who do not have a school-based provider or a school-based provider who is not a SchoolLink provider can be referred to the CYBHI Fee Schedule Program. Check the website for details.

Blue Shield of California/Preferred Health Plan
 800-333-3333

Kaiser Permanente
 877-436-6883

Medi-Cal for Business
 800-992-4622

Community Health Center Referral Line
 800-433-3333

San Diego County Office of Education
 619-594-1000

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 619-594-1000

SchoolLink

DATE
 July 2020

Key Point

There are multiple ways students can access behavioral health services, which may depend on their family income, insurance status, and symptoms. When in doubt, school staff can refer students to a SchoolLink provider on their campus, and they can initiate treatment or coordinate further referrals if needed.

If a school does not have a SchoolLink provider, the family can be referred to the Access & Crisis Line at 888-724-7240 or 988 to connect to care or [Behavioral Health Services Directories for Children, Youth, and Families](#)

Key Point

It is atypical for a student to enroll in behavioral health services from multiple programs simultaneously.

SchoolLink provider should consult with the County Monitor to ensure that duplication of service or claiming is not occurring.

Resources

- San Diego County Access & Crisis Line at 888-724-7240 or 988 - [ACL](#)
- [San Diego County Medi-Cal Program website](#)
- [Medi-Cal Managed Care Plans \(MCP\) Contact Card](#)
- [EQHC List Public](#)
- [Behavioral Health Services Directories for Children, Youth, and Families](#)
- [CYBHI Fee-Schedule program](#)
- [Home - 211 San Diego](#)

Key Terms

Behavioral health services: A continuum of prevention, intervention, treatment and recovery support services for mental health and substance use.

County-funded: Services funded through the County of San Diego's Health & Human Services Agency's Behavioral Health Services Division.

Provider: Unless otherwise specified, a County-funded behavioral health provider.

Administrative Information

For administrative information or to provide feedback about the [School link training program](#), please email BHSContaktUs.HHSA@sdcounty.ca.gov with subject line: SchoolLink