



Medi-Cal Services for Children and Young Adults: *Early & Periodic Screening, Diagnosis & Treatment*

Mental Health Services

This notice is for children and young adults (under age 21) who qualify for Medi-Cal EPSDT services and their caregivers or guardians

What are EPSDT Services?

- EPSDT mental health services are Medi-Cal services that correct or improve mental health problems that your doctor or other health care provider finds, even if the health problem will not go away entirely. EPSDT mental health services are provided by county behavioral health departments.
- These problems may include sadness, nervousness, or anger that makes your life difficult.
- **You must be under age 21 and have full scope Medi-Cal to get these services.**

How to get EPSDT Services for yourself (under age 21) or your child

Ask your doctor or clinic about EPSDT services. You or your child may receive these services if you and your doctor, or other health care

provider, clinic (such as the Child Health and Disability Prevention Program), or county behavioral health department agree that you or your child need them. You may also call your local county behavioral health department directly. For Santa Cruz County Behavioral Health call 1-800-952-2335. The call is free.

Types of EPSDT Services

Some of the services you can get from your county behavioral health department are:

- Individual therapy
- Family therapy
- Case management
- Medication for your mental health
- Group therapy
- Crisis counseling
- Special day programs

Counseling and therapy services may be provided in your home, in the community, or in another location.

Your county behavioral health department, and your doctor or provider will decide if the services you ask for are medically necessary.

County behavioral health departments *must* approve your EPSDT services.

Every county behavioral health department has a toll-free phone number that you can call for more information and to ask for EPSDT mental health services. For Santa Cruz County Behavioral Health call 1-800-952-2335.

What are EPSDT

Therapeutic Behavioral Services (TBS)?

TBS are an EPSDT specialty mental health service. TBS helps children and young adults who:

- Have severe emotional problems;
- are in a mental health placement or are at risk of placement; or
- have been hospitalized recently for mental health problems or are at risk for psychiatric hospitalization.

If you get other mental health services and still feel very sad, nervous, or angry, you may be able to have a trained mental health coach help you. This person could help you when you have problems that might cause you to get mad, upset, or sad. This person would come to your home, group home or go with you on trips and activities in the community.

Your county behavioral health department can tell you how to ask for an assessment to see if you need mental health services including TBS. For Santa Cruz County Behavioral Health call 1-800-952-2335.

What are EPSDT

Intensive Home Based Services (IHBS)?

IHBS are individualized, strength-based interventions designed to correct or ameliorate mental health conditions that interfere with your functioning and are aimed at helping build skills necessary for successful functioning in the home and community, and strengthening your family's ability to help you successfully function in the home and community.

IHBS is expected to be of significant intensity to address your mental health needs and will be predominantly delivered outside an office setting, and in the home, school, or community. IHBS services are

coordinated within the Child and Family Team (CFT). Your doctor, psychologist, counselor, social worker, or other health or social services provider can assist you with accessing IHBS.

Who can I talk to about EPSDT mental health services?

Your doctor, psychologist, counselor, social worker, or other health or social services provider can assist you with finding EPSDT mental health services. For children and young adults in a group home or residential facility, talk to the staff about getting additional EPSDT services.

For children in foster care, consult the child's court-appointed attorney. You can also call your county behavioral health department directly. For Santa Cruz County Behavioral Health call toll-free: 1-800-952-2335 (or call the Department of Health Care Services Mental Health Ombudsman's Office).

What if I don't get the service(s) I want from my county behavioral health department?

You can file an appeal with your county behavioral health department if they deny the EPSDT services requested by your doctor or provider. You may also file an appeal if you think you need mental health services and your provider or county behavioral health department does not agree.

Call the county behavioral health department's toll-free number to talk to a Problem Resolution (grievance/ appeal) coordinator for information and help. You may also call the county patients' rights advocate at, or the Department of Health Care Services, Mental Health Ombudsman Office.

Santa Cruz County Behavioral Health:

1-800-952-2335 (toll-free)

For TDD/TYY call 711

Santa Cruz Co. Ombudsman Advocate:

831-429-1913

Department of Health Care Services

Mental Health Ombudsman's Office:

1-800-896-4042

You can ask for a state hearing within 90 days after exhausting the county behavioral health department's appeal process by doing one of the following:

- **Call:** 1-800-952-5253, or
for TTY 1-800-952-8349;
- **Fax:** 833-281-0905
- **Write:**

California Department of Social Services,
State Hearings Division

P.O. Box 944243, Mail Station 9-17-37 Sacramento, CA 94244-2430.

- **Website:** <https://www.dhcs.ca.gov/services/medi-cal/Pages/Medi-CalFairHearing.aspx>

For additional information about mental health and EPSDT, please visit the following websites:

www.dhcs.ca.gov/services/mh

www.dhcs.ca.gov/services/Pages/EPSDT.aspx