



CONTINUITY OF CARE

LAKE COUNTY BEHAVIORAL HEALTH SERVICES

Todd Metcalf, Director

English

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-800-900-2075 (TTY: 1-800-735-2929).

ATTENTION: Auxiliary aids and services, including but not limited to large print documents and alternative formats, are available to you free of charge upon request. Call 1-800-900-2075 (TTY: 1-800-735-2929).

Español (Spanish)

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-900-2075 (TTY: 1-800-735-2929).

Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-900-2075 (TTY: 1-800-735-2929).

Tagalog (Tagalog-Filipino)

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-900-2075 (TTY: 1-800-735-2929).

한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-900-2075 (TTY: 1-800-735-2929) 번으로 전화해 주십시오.

繁體中文(Chinese) 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-900-2075 (TTY: 1-800-735-2929)。

Հայերեն (Armenian)

ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Չանգահարեք 1-800-900-2075 (TTY: 1-800-735-2929).

Русский (Russian)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-900-2075 (TTY: 1-800-735-2929).

فارسی (Farsi)

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-800-900-2075 (TTY: 1-800-735-2929) تماس بگیرید.

日本語 (Japanese)

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-800-900-2075 (TTY: 1-800-735-2929) まで、お電話にてご連絡ください。

Hmoob (Hmong)

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-800-900-2075 (TTY: 1-800-735-2929).

ਪੰਜਾਬੀ (Punjabi)

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-800-900-2075 (TTY: 1-800-735-2929) 'ਤੇ ਕਾਲ ਕਰੋ।

آري بربعلا (Arabic)

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-900-2075 (رقم هاتف

الصم والبكم: 1-800-735-2929

हिंदी (Hindi)

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-900-2075 (TTY: 1-800-735-2929) पर कॉल करें।

ภาษาไทย (Thai)

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-800-900-2075 (TTY: 1-800-735-2929).

ខ្មែរ (Cambodian)

ប្រយ័ត្ន: អ្នកនិយាយភាសាខ្មែរ អាចទទួលបានសេវាជំនួយភាសាឥតគិតថ្លៃ តាមរយៈលេខទូរស័ព្ទ 1-800-900-2075 (TTY: 1-800-735-2929)។

ພາສາລາວ (Lao)

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-800-900-2075 (TTY: 1-800-735-2929)

Continuity of Care

All eligible LCBHS clients who meet medical necessity criteria for Specialty Mental Health Services have the right to request continuity of care. Clients with pre-existing provider relationships who make a continuity of care request to LCBHS are given the option to continue treatment for up to 12 months with an out-of-network Medi-Cal provider or a terminated network provider. Specialty Mental Health Services continue for a period of time that is necessary to complete a course of treatment and to arrange for a safe transfer to another provider as determined by LCBHS, in consultation with the client and the provider, and consistent with good professional practice.

Procedures:

LCBHS obtains a signed Release of Information (ROI) from the client prior to coordinating services with other providers. Signed ROIs are maintained in the client's chart. Beneficiaries may request continuity of care in person, in writing or via telephone. Clients are not required to submit an electronic or written request. LCBHS must provide reasonable assistance to clients in completing requests for continuity of care, including oral interpretation and auxiliary aids and services

Timeline:

Each continuity of care request must be completed within the following timelines:

- 30 calendar days from the date the LCBHS received the request;
- 15 calendar days if the client's condition requires more immediate attention, such as upcoming appointments or other pressing care needs; or,
- 3 calendar days if there is a risk of harm to the client.

Out-Of-Network Providers:

At the request of a client or the client's authorized representative, LCBHS provides continuity of care with an eligible out-of-network Medi-Cal provider, for a period of up to 12 months, if all of the following conditions are met:

- LCBHS is able to determine that the client has an existing relationship with the provider (i.e., the client has received mental health services from an out-of-network provider at least once during the 12 months prior to their initial enrollment in LCBHS services);
- The provider type is consistent with the State Plan and the provider meets the applicable professional standards under State law;
- The provider agrees, in writing, to be subject to the same contractual terms and conditions that are imposed upon currently contracting network providers, including, but not limited to, credentialing, utilization review, and quality assurance.
- The provider agrees, in writing, to comply with State requirements for Specialty Mental Health Services, including documentation requirements in accordance with the LCBHS contract with the Department of Health Care Services (DHCS);

- The provider supplies LCBHS with all relevant treatment information, for the purposes of determining medical necessity, including documentation of a current assessment, a current treatment plan, and relevant progress notes, as long it is allowable under federal and State privacy laws regulations;
- The provider is willing to accept the higher of the LCBHS provider contract rates or Medi-Cal Fee For Service rates; and,
- LCBHS has not identified, verified, and documented disqualifying quality of care issues to the extent that the provider would not be eligible to provide services to any other clients of LCBHS.

For more information on Continuity of Care or how to request it, please contact the ACCESS LINE at 1-800-900-2075.

Our Mission

To improve the quality of life for the people of Lake County experiencing mental illness or substance use disorders by offering recovery-oriented services.