

Mental health screening and transition of care

This provider training document explains the processes we follow when a Blue Shield of California Promise Health Plan member seeks a new episode of mental health treatment or to transition to a different level of mental health care.

The Department of Health Care Services requires that all Medi-Cal managed care plan members seeking mental health services be offered a uniform screening to determine the most appropriate level of service provider. For Blue Shield Promise members, this could be 1) an in-network provider for mild to moderate mental health conditions; 2) the county mental health plan for serious mental health conditions, including all inpatient care; or 3) the Drug Medi-Cal Organized Delivery System for drug and alcohol services. When it is appropriate and necessary for a member to transition between levels of care, the standard Transition of Care document is to be completed and transmitted to the appropriate receiving entity.

Our Behavioral Health Care Management team uses the same mental health screening and transition of care tools required for use by all Medi-Cal managed care plans and county providers. Based on the results of the screenings, the Blue Shield Promise Behavioral Health Care Management team then refers members to our network providers or transitions them to county services for specialty mental health, including drug or alcohol treatment.

While providers may conduct mental health screenings themselves, it is most common for this to be done in collaboration with our Behavioral Health Care Management team. This will allow us to more easily document and track what services our members may need.

Members may also contact us or the county directly to request mental health screenings.

When providers identify a member that may need to transition to a higher level of care, they will work in collaboration with our Behavioral Health Care Management team to fill out the [Transition of Care \(TOC\) Tool](#). Once the TOC Tool is complete, the Behavioral Health Care Management team will send the member referral to the county.

To refer a member for mental health screening:

- Contact the Blue Shield Promise Behavioral Health Team, Monday through Friday, 8 a.m. to 6 p.m.
Los Angeles: **(855) 765-9701** [TTY: 711]
San Diego: **(855) 321-2211** [TTY: 711]

To request behavioral health care management support for a member:

- Send us a completed [Medi-Cal Social Services and Mental Health Referral Form](#).

To contact the county directly about a member's severe mental health issue or crisis:

- Los Angeles County Mental Health Access Center Helpline **(800) 854-7771**, Option 1, 24 hours, seven days a week
- San Diego County Mental Health Access & Crisis Line **(888) 724-7240**, 24 hours, seven days a week

Additional resources

The [Screening and Transition of Care Tools for Medi-Cal Mental Health Services](#) web page includes links to the adult and youth screening tools, the Transition of Care tool, background resources, recorded webinars, and a Frequently Asked Questions document.