

BEHAVIORAL HEALTH SERVICES GUIDE *for San Diego County*

MENTAL HEALTH CARE

Where to call for 24-HOUR EMERGENCY MENTAL HEALTH SERVICES

San Diego Access and Crisis Line	(800) 479-3339	Population Served: All Ages Services: Phone crisis intervention and behavioral health info & referral.
Psychiatric Emergency Response Team	911 (ask for PERT)	Population Served: All Ages Services: Trained team assists in psychiatric crises.
Emergency Screening Unit (Children)	(619) 421-6900	Population Served: Children 17 and under Services: Onsite emergency psychiatric screenings.
San Diego County Psychiatric Hospital (Adults)	(619) 692-8200	Population Served: Adults 18 and older Services: Onsite emergency psychiatric screenings.

FOR ROUTINE MENTAL HEALTH SERVICES

- Medi-Cal Fee For Service** Individuals on Medi-Cal in need of mental health services, should be referred to the San Diego Access and Crisis Line at: (800) 479-3339.

- Medi-Cal Managed Care** There are several Medi-Cal Managed Care Plans in San Diego County. Specialty Mental Health Services are not covered by the Medi-Cal Managed Care Plans. Like regular Medi-Cal, coverage is through the County of San Diego Behavioral Health Services. Medi-Cal Managed Care members in need of Specialty Mental Health Services should be referred to the San Diego Access and Crisis Line at: (800) 479-3339.

- Healthy Families Program** There are several Healthy Family Plans in San Diego County.

- Medicare** Individuals on Fee for Service Medicare should consult with their Primary Care Doctor to get a referral to a mental health provider.
 Individuals on a Medicare HMO should contact their health plan for a referral to a network provider.

- Private Insurance** Privately insured individuals in need of mental health services should be referred to their individual health plan for a referral. Most health insurance health plans have their own network of mental health providers.

- Uninsured** If someone is uninsured and in need of mental health services, they should be referred to 2-1-1 or San Diego Access and Crisis Line at: (800) 479-3339.

Where to call forGrievance and Appeals

- **Consumer Center for Health Education & Advocacy** (877) 734-3258
 Patients' Rights Advocate for outpatient grievances and appeals
- **JFS Patient Advocacy Program** (800) 479-2233
 Patients' Rights Advocate for inpatient grievances and appeals

SUBSTANCE ABUSE SERVICES

What you need to know Some Basic Information

Most substance abuse problems fall into one of three categories: detoxification, residential and non-residential or outpatient.

Detoxification: This is often the first phase of treatment and recovery. Individuals enter “detox” when they need to be in a safe, clean and caring environment while they stop the ingestion of drugs. This process cleans the body of the toxic effects of drugs and alcohol, while under the supervision of a professional staff.

Residential: These are intensive, structured treatment and recovery programs located in communities. Participants must apply, are required to be detoxed first, and must make a commitment to live in the program.

Co-Occurring Disorders: Individuals with both mental illness and an addiction are said to have a “dual diagnosis” or “co-occurring disorder”.

Non-Residential or Outpatient: These programs offer information and referral, 12-step recovery support groups, alcohol and drug education and counseling services on what is called an “outpatient” basis. This term refers to any treatment offered outside residential settings and includes full and partial day programs and weekly visits.

Where to call for Substance Abuse Services

San Diego Access and Crisis Line	(800) 479-3339
Alcoholics Anonymous (AA)	
■ San Diego Central	(619) 265-8762
■ North County	(760) 758-2514
Narcotics Anonymous (NA)	
■ San Diego	(619) 584-1007
■ Toll-free	(800) 479-006

211 is community’s one-stop-shop of free, 24/7 access to community, health and disaster services.
Dial “2-1-1” or go to www.211sandiego.org to search for services.



For more information see...CHIP’s Help Connection A Roadmap for Behavioral Health Services at www.sdchip.org

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