



ADMINISTRATIVE/FISCAL/CLINICAL/PHF POLICY AND PROCEDURES

COUNTY OF SANTA BARBARA
ALCOHOL, DRUG AND MENTAL HEALTH SERVICES

Section - QUALITY ASSURANCE	Effective: 4/1/1998
Policy - #3 MENTAL HEALTH PLAN- PROVIDER LIST	Revised: 8/11/2004
Director's Approval <u>Ann Detrick</u>	Date <u>1/4/2011</u>
Deputy Director's Approval <u>Almanzo Gant</u>	Date <u>1/4/2011</u>
Form Ref. -	Reviewed: 10/18/2010

POLICY: The Santa Barbara County Mental Health Plan provides a listing of all individual and group Network Providers and organizational providers, identifying the type of provided services (including cultural and linguistic), at the point of first initiating services and upon request. Beneficiaries can select a provider of choice from the list and that choice will be honored within the appropriate level of care.

Legal Citation:
CFR, Title 42, Section 438.10(f)

PROCEDURE:

1. A current list of all Santa Barbara County MHP providers will be maintained. The list will be organized by region and will identify the type of service offered, any cultural and/or linguistic specialties, and providers no longer accepting referrals.
2. A list of all Santa Barbara County MHP Providers will be given to all Medi-Cal beneficiaries at the point of first contact and upon request thereafter. The list will be mailed to those beneficiaries who make first contact by phone with the Access team.
3. The provider list, as well as the beneficiary brochure, specifically directs beneficiaries that all authorizations for specialty mental health services must be pre-authorized through the Access team.

ASSISTANCE: Quality Assurance Manager