Frequently Asked Questions

Which Santa Clara Family Health Plan (SCFHP) members are eligible for behavioral health benefits?
Both SCFHP Medi-Cal and SCFHP DualConnect (HMO D-SNP) members are eligible for this benefit.

What type of behavioral health services are available to members?
SCFHP members have access to:

- Mental health evaluations
- Psychological and neuropsychological testing, to asses cognitive, emotional, and behavioral functioning in support of a diagnosis
- Individual, group, and family therapy
- Psychiatric consultation and ongoing management, to discuss medication treatment options
- Outpatient lab services, medications, and supplies

The SCFHP Behavioral Health team coordinates care with in-network providers that offer these services. SCFHP's behavioral health provider network includes in-person and telehealth options for members.

Members who require a higher level of behavioral health care can also receive services through the Santa Clara County Behavioral Health Services Department (SCCBHSD), with whom SCFHP also coordinates. Services include:

- Urgent behavioral health support and crisis intervention
- 24/7 support (including holidays) when SCFHP regular office hours are not available
- Psychiatric inpatient hospital services
- Residential treatment services
- Substance-use treatment services
- Eating disorder support

What is a Primary Care Provider's role in addressing a member's behavioral health?
Primary Care Providers (PCPs) can provide behavioral health services within the scope of their practice. If services are outside of a PCP's scope, PCPs may refer members to behavioral health services through SCFHP, or, if the member is in the VHP Network through their behavioral health services team.

How can members get connected to behavioral health services?
Referrals to the SCFHP Behavioral Health team can be made by:

- Instructing the member to self-refer by calling the SCFHP Behavioral Health team at **1-408-874-1984** (TTY: **711**), Monday through Friday, 8:30 a.m. to 5 p.m.
- Returning a completed *Behavioral Health Referral Form* found at http://www.scfhp.com/bh-services/ with all applicable documentation via secure email to BehavioralHealthHelpDesk@scfhp.com or fax to **1-408-874-1427**

For after-hours support, call Santa Clara County Behavioral Health Services at 1-800-704-0900.

What happens when a member speaks to an SCFHP staff person about behavioral health services?
When a member calls the SCFHP Behavioral Health team, if lines are busy, the member may be given the opportunity to leave a message. Upon connecting with the member, an SCFHP Behavioral Health Personal Care Coordinator will greet the member. The member will:

- Be asked to confirm their identity.
- Be asked about their concerns and may be asked to answer some screening questions.
- Be guided through the next steps and connected to the provider and resources they need.

For members requiring a higher level of behavioral health care, the SCFHP team will support the member in getting connected to SCCBHSD.

How do I connect VHP Network members to behavioral health services?
Providers may refer members to VHP Network directly or through SCFHP. When a VHP network member who is requesting behavioral health services is referred to SCFHP, SCFHP staff will transfer that member to VHP Network.

Are prior authorizations required for in-network mental health services?
No, prior authorizations are **not** required for in-network mental health services.

Can minors access behavioral health services without parental consent?
Minors 12 years of age or older may consent to certain outpatient Medi-Cal mental health treatment or counseling and substance use disorder (SUD) treatment services without a parent or guardian's consent. The attending professional person must determine if the minor is mature and able enough to take place in the outpatient services. The professional person must use their clinical judgment and expertise.
Please refer to https://california.public.law/codes/family_code_section_6924 for more information.

What other behavioral health services are available to minors?
Covered Medi-Cal benefits for kids and teens include a broad range of preventative services. SCFHP connects members to all *Medically Necessary Behavioral Health Therapy* (BHT) services for:
- Any member under age 21 who has a recommendation from a doctor or psychologist, and
- Meets the medical need for this type of therapy

To learn more, please visit https://www.scfhp.com/medi-cal-kids-teens/.

Are there any resources for members who are hesitant to seek behavioral health support?
- SCFHP has a flyer that encourages members to seek behavioral health support when they need it.
  - Providers may email BehavioralHealthHelpDesk@scfhp.com to request physical copies.
- Members can also visit https://www.scfhp.com/bh-services/ for resources and information.
- DHCS has a behavioral health brochure to help Medi-Cal members understand their behavioral health benefits. It can be found at https://www.dhcs.ca.gov/services/MH/Pages/BH-Brochures.aspx

Are there any additional behavioral health resources for providers?
See the below table for training, screening and care tools,

Type of Resource	Link
SCFHP provider trainings: ▪ Provider Manual ▪ Annual Packet ▪ Cultural Competency Toolkit ▪ New Provider Orientation	▪ https://www.scfhp.com/provider-training/
DHCS Screening and Transition of Care Tools for Medi-Cal Mental Health Services	▪ https://www.dhcs.ca.gov/Pages/Screening-and-Transition-of-Care-Tools-for-Medi-Cal-Mental-Health-Services.aspx ▪ Adult Screening: https://www.dhcs.ca.gov/Documents/DHCS-8765-A.pdf • Youth Screening: https://www.dhcs.ca.gov/Documents/DHCS-8765-C.pdf ▪ Transition of Care: https://www.dhcs.ca.gov/Documents/DHCS-8765-B.pdf