



Health Care Agency Behavioral Health Services Policies and Procedures	Section Name:	Client's Rights
	Sub Section:	Cultural Competency
	Section Number:	02.01.04
	Policy Status:	<input type="checkbox"/> New <input checked="" type="checkbox"/> Revised

	SIGNATURE	DATE APPROVED
Director of Operations Behavioral Health Services	<u>Signature on File</u>	<u>8/3/16</u>

SUBJECT: Mental Health Plan Provider List

PURPOSE:

To ensure that consumers have access to a list of County Mental Health Plan (MHP) providers of Specialty Mental Health Services (SMHS) that includes alternatives and options for cultural / linguistic services.

POLICY:

All consumers receiving mental health services from the County of Orange Health Care Agency (HCA) Behavioral Health Services (BHS) will be provided a copy of the MHP Provider list.

SCOPE:

This policy pertains to all HCA BHS County and County contracted clinicians, Plan Coordinators, student interns and volunteers providing SMHS.

REFERENCES:

Department of Mental Health Information Notice No: 02-03 - Addendum for Implementation Plan for Phase II Consolidation of Medi-Cal Specialty Mental Health Services Cultural Competency Plan Requirements:

<http://www.dhcs.ca.gov/formsandpubs/MHArchives/InfoNotice02-03.pdf>

County of Orange Health Care Agency, Behavioral Health Services, Cultural Competency Plan Update, 2010

PROCEDURES:

- I. The MHP Provider List shall be made available on the County internet and County intranet site.
- II. The MHP Provider List shall be available in pre-printed "hard copy" for those sites that do not have intranet or internet access.
- III. The MHP Provider List shall be given to all consumers at the time of admission and shall be made available upon request to any consumer, family member, or significant

other. The list shall be available in all threshold languages as well as in audio versions and on the Orange County internet (http://ochealthinfo.com/bhs/about/medi_cal). The staff shall give the appropriate version of the MHP Provider List to the consumer or requester.

- IV. The person to whom the request for a MHP Provider List is made shall be responsible to ensure the consumer, family member or significant others receives the MHP Provider List.
- V. For every newly admitted consumer, the admitting staff shall document the provision or offer of the MHP Provider List on the Mental Health Plan Intake/Advisement Checklist.