

Alameda County Behavioral Health Care Services

OVERVIEW of ACCESS

ACCESS: Acute Crisis Care and Evaluation for Systemwide Services (1-800-491-9099)

Alameda County Behavioral Health Care Services' **ACCESS** program is a system wide point of contact for information, screening and referral for mental health and substance use disorder services and treatment for Alameda County residents.

ACCESS is a telephone service staffed from 8:30AM to 5:00PM by licensed mental health clinicians and administrative support for both general questions and determining eligibility for a range of non-emergency outpatient services. After hours calls are answered by Crisis Support Services of Alameda County.

The telephone menu of options is provided in **six languages**: *English, Spanish, Cantonese, Mandarin, Vietnamese, and Cambodian*. ACCESS staff utilizes Lionbridge Services for additional languages and California Relay or TTY communication for persons who are deaf or hard of hearing. ACCESS satellite agencies include Asian Community Mental Health, La Clinica, and La Familia, depending on language need and geographic location and Deaf Community Counseling Services (a program of Family Service Agency of San Francisco) for deaf or hard of hearing consumers.

Services provided by ACCESS:

- General information about services and service alternatives
- Telephone screening of clinical service need
- SUD Screening and Referral
- Crisis screening and referral (ACCESS is not a suicide hotline)
- Verification of Behavioral Health Plan eligibility
- Client registration and gathering of online Client Services Information data
- Determination of appropriate level of service and provider selection

ACCESS referrals for “Specialty Mental Health Services:”

- Out-patient behavioral health care services include:
 - Assessment and possible treatment (psychotherapies, collateral services, rehabilitative services)
 - Psycho-diagnostic evaluation
 - Medication evaluation and support
- Referrals made for services are based on clinical need and provider availability.
- Matching consumers to providers is based on various factors (e.g. client preference, geographic location, language/cultural need, provider's clinical specialties). ACCESS arranges interpretation services, as needed.
- ACCESS maintains a database of all contracted ACBHCS providers, and a list of providers is available online through the BHCS Website (<http://www.acbhcs.org/Docs/ProviderList.pdf>)

ACCESS GUIDELINES FOR DETERMINING ELIGIBILITY AND MAKING REFERRALS

1. ACCESS verifies that consumer/client has one of the following ACBHCS Plans:

- Alameda County Medi-Cal (see Medical Necessity handout for Specialty Mental Health Services)
- Children and Family Services (CFS)
- Health Plan of Alameda County (HealthPAC)
- Medically Indigent Children (MIC)
- Medicare/Medi-Cal (for services not covered by Medicare)
- CalWORKs

2. ACCESS assesses the individual's clinical needs & makes referrals:

- Crisis Screening and Referral:
 - Adult individuals in need of immediate or emergency care are referred to Sausal Creek (a crisis walk-in service) or John George Psychiatric Pavilion's Psychiatric Emergency (a 23-hour voluntary/involuntary screening and emergency care).
 - Children in need of immediate or emergency care are referred to Children's Hospital (ages 0-11) or to Willow Rock Center (ages 12-17).

- Determination of appropriate level of service and provider selection:
 - Level I Services are intensive, comprehensive mental health services provided by an organization that has the capacity to offer case management or wrap around services, medication management, and field-based services, using a collaborative, multidisciplinary team-based approach.
 - ACCESS refers adult consumers to the ACBHCS Crisis Response Program which determines eligibility, and if eligible, enrolls them with Level I Service Providers (e.g. Community Support Center Service Teams, FSP Teams).
 - For children needing Level I Services, ACCESS clinicians determine eligibility criteria and make referrals to Level 1 Service Providers.
 - Level 2 Services are primarily for adult consumers (at this time) with moderate-to-severe presentation of mental disorder, with or without SUD, and usually with a history of episodic use of acute services that require stabilization with psychiatric medication.
 - Level 3 Services are less intensive, office-based mental health services delivered by a single practitioner, whether in a solo practice or as part of a group or organization (e.g. BHP Provider Network practitioners, or BHP Network Organizational Providers offering Level 3 services for therapy and for medication management).

AVAILABILITY OF ALTERNATIVE RESOURCES

- Individuals with private insurance coverage are referred to their insurance plan.
- Uninsured adults with less severe or less persistent mental health conditions (such as anxiety or depressive disorders) who request services will be given Medi-Cal and HealthPAC enrollment information and referred to a Federally Qualified Health Clinic ("medical home") where they may receive treatment or be referred by primary care to ACCESS for Specialty Mental Health Services. Those not eligible for HealthPAC will be offered referrals to mental health providers in the community, including those with sliding fee scales.
- Consumers seeking substance use services will be referred to an ACBHCS contracted Substance Use Program.