

Words of Comfort

Life can be disappointing and painful at times, but there is hope. Many persons have learned to manage their illnesses and are doing well.

San Joaquin County Behavioral Health Services is committed to providing excellent specialty mental health services to help you regain control of your life. We invite you, your family and friends to be actively involved with your treatment. Also, there are other individuals who have received or are receiving mental health services, who will be glad to talk with you.

Together, we can promote healing and comfort. You are the reason we are here.

*This Client Handbook was created by the Cultural Competency Committee (CCC), the Quality Assessment & Performance Improvement Office (QAPI) and with the input from the Consumer Advisory Council (CAC).

PERSONAL NOTES

San Joaquin County Behavioral Health Services (SJCBS) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Español (Spanish)	ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (209) 468-9370.
繁體中文 (Chinese)	注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 (209) 468-9370。
ខ្មែរ (Cambodian/Khmer)	ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសាដោយមិនគិតលុយ គឺអាចមានសំរាប់បំរើអ្នក។ ចូរទូរស័ព្ទ (209) 468-9370.

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Additional Resources

General Information / Operator: (209) 468-8700

Conservator / Public Guardian: (209) 468-3740

Assists individuals who are unable to provided for themselves or manage their own funds due to psychiatric disabilities or cognitive limitations by providing Conservatorship and Representative Payee services.

Mental Health Pharmacy Services: (209) 486-8710

Patient's Rights Advocate:

Telephone: (209) 468-8676 — Fax: (209) 468-2399

Assures clients of their rights; intervenes for clients, at their request, in both informal and formal disputes; and assists clients with their concerns or grievances.

Quality Assessment and Improvement Office:

(209) 468-3493

Management and monitoring of quality and effectiveness of care of mental health and substance abuse services.

The Wellness Center: (209) 451-3977

A place to discover, recover and grow. Provides client/family-driven services, peer support/advocacy, and serenity room.

National Alliance on Mental Illness (NAMI)

(209) 468-3755

Nor-Cal Center for Deafness: (209) 474-8996

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Please Note:

This handbook provides basic information about services and policies.

For more details, please call one of the numbers listed on page 12.

General Information

If you have Medi-Cal in San Joaquin County, your specialty mental health services are covered by a Managed Care Plan administered by the San Joaquin County Mental Health Plan (MHP) under San Joaquin County Behavioral Health Services (SVCBHS). The MHP makes sure that you receive the care and services that you need. Your services are provided by SVCBHS staff, community agencies and private therapists contracting with SVCBHS.

What kinds of services are provided?

SVCBHS provides many kinds of mental health services to people of diverse cultures and age groups from emergency Crisis Intervention Services (open 24 hours a day, 7 days a week), to Inpatient and Outpatient Services.

SVCBHS also provides free interpreting services for persons with limited English proficiency (LEP). Please let a staff member know if you need an interpreter.

Are my records confidential?

Your records are confidential and kept in a secured area. You must sign a Release of Information form before any information from your chart can be shared. When a legal document, such as a subpoena is sent to us requesting information from your chart, a release of information can be enforced without your signature.

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TREATMENT GOALS

NAMES & TELEPHONE NUMBERS

Name

Telephone Number

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Cost of Services

What will it cost me?

- Costs are based on your total family income or on a Uniform Method of Determining Ability to Pay (UMDAP). The Business Office will work with you to determine your monthly payment or annual liability.
- You may obtain a current list of service fees from the Business Office.
- If you have private insurance, please consult with your insurance company first and make sure to tell the Business Office about it.
- If you have been referred to us by a primary care doctor, we need to have a copy of the referral.
- We accept Medi-Cal and Medicare.

What if I have no income or low-income?

You may receive many of the same services whether you have no income or low income. The Business Office will work with you.

What if I have questions about Interpreting Services?

Please ask to speak with the LEP Coordinator.

What quality of services will I receive?

Services should be timely, appropriate and provided by staff who are sensitive to your needs, objectives and culture.

Definitions

1. **Grievance:** An expression of dissatisfaction about any matter other than a matter covered by an **Appeal** as defined below.

2. **Appeal:** A request for a review of an **Action** (see below) of a provider's determination to deny; a beneficiary's request for a covered specialty mental health service or for review of determination that the medical necessity criteria have not been met and the beneficiary is not entitled to any specialty mental health services

3. **Action:** An action occurs when the provider does at least one of the following:

- Denies or modifies MHP payment authorization of a requested service, including the type or level of service;
- Reduces, suspends, or terminates a previously authorized service;
- Denies payment before or after the delivery of a service, or prepayment based on a determination that service was not medically necessary or otherwise not a service covered by the contract.
- Fails to provide services in a timely manner.
- Fails to act within the timeframes for dispositions of standard grievances, resolution of standard appeals, or the resolution of expedited appeals.
- Denies a request to dispute financial liability including cost sharing and other financial responsibilities.

4. **Expedited Appeal:** An Expedited Appeal can be filed if the person's life, health or ability to attain, maintain, or regain maximum function is at risk. It is the same process as that for an **Appeal**, except that a decision will be made within seventy-two after receiving the Expedited Appeal.

Your health and your satisfaction are very important! Please do not hesitate to call SJCBS or tell a staff person if you have any questions or suggestions about any service-related issue. SJCBS is committed to **Service Excellence** and providing you with the best possible services!

Problem Resolution Process

If I am not satisfied with the services or a staff person, what can I do?

Persons with or without Medi-Cal that are being served by SJCBSHS can let us know about a suggestion, concern, or compliment. You may fill out one of the forms found by the suggestion boxes, tell a staff member, write a letter, or call the **Problem Resolution Line** at: **(209) 468-9393** in Stockton or **(866) 468-9393** outside of Stockton. After hours, leave a message and someone will get back to you.

- **Discuss** your verbal concern with someone at the place where you received your services. SJCBSHS always tries to resolve problems quickly and simply at this informal level.
- **Write** your suggestion, concern, or compliment. (A form is attached to this handbook.) You may use one of our self-addressed forms placed by the suggestion box in various clinics, fill it out, drop it in the suggestion box or mail it to the Quality Assessment and Improvement Office.
- **Ask** someone you know to represent you to discuss the matter for you. You may also ask one of the Advocates (see list on page 1) to help you with the process.

If you have Medi-Cal you can:

File a Grievance, an Appeal or an Expedited Appeal (see definitions next page).

Request a State Fair Hearing

If you have Medi-Cal, you have the right to request a state fair hearing after the appeal process has been completed. You may call the California Department of Social Services at: **(800) 952-5253**, or TDD (for hearing impaired) at: **(800) 952-8349**, or write to:

State Hearing Division
California Department of Social Services
PO Box 944243, Mail Station 19-37
Sacramento, CA 94244-2430

Your Rights

What are my rights?

You have the right to:

- Be treated with respect and with due consideration for your dignity and privacy.
- Receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand
- Participate in decisions regarding your health care, including the right to refuse treatment.
- Be free of any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation.
- Request and receive a copy of his or her medical records, and request that they be amended or corrected.
- Receive information in accordance with Title 42, CFR, Section 438.10, which describes information requirements
- Be furnished health care services in accordance with 42, CFR, Sections 438.206 through 438.210, which cover requirements for availability of services, assurances of adequate capacity and services, coordination and continuity of care, and coverage and authorization of services.
- Request services at times and places convenient to you, and in your preferred language.
- Receive free interpreting services.
- Request and receive services without discrimination, per the Non-Discrimination Notice on Page 13 of this booklet..
- Know about your mental condition, available treatment options and costs, medications and their benefits or side effects, and counseling options.
- Be part of the decisions about your treatment.
- Accept, refuse or stop treatment or medications.
- Choose to formulate an advance directive.
- Request a change of therapist or physician and/ or request a second opinion.
- Formulate advance directives
- Request access to your records.
- Expect that your records are kept confidential. Information will not be released without your permission unless specifically allowed by law.
- Express your concern if you are not satisfied with your services or with a staff person (for more details, see **"Problem Resolution Process"** on page 8)

Your Responsibilities

What are my responsibilities?

You have the responsibility to:

- Treat others with respect and dignity, as you would like to be treated.
- Help make decisions about your care and treatment and keep your appointments. This will include participating in the creation of a written treatment plan for the care that you receive.
- Tell the staff what you think would help you to recover, and if you have any concerns or new problems.

What are some things my family and I can do to best manage our services at SJCBSHS?

⇒ Business Office:

- Inform them about changes in your name, address or telephone number.
- Update them about your income or insurance.

⇒ Clinics:

- Please be sure to keep all your appointments. If you are unable to keep an appointment, call the clinic as soon as possible and be sure to reschedule another appointment. Your recovery is important to us.
- If you would like to be reminded about your appointment, please tell the staff at the time you make the appointment.

⇒ Mental Health Services Pharmacy:

- Inform them as soon as possible if your name, address, telephone number or insurance has changed.

- Inform the pharmacy about medications that you get from other places, including over-the-counter medications, herbal or home remedies.

⇒ Committees and Task Forces:

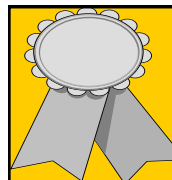
- Anyone receiving services at SJCBSHS is welcome to participate in committees and task force groups. Your input regarding quality of service is important.
- In some cases, you may join the Consumer Advisory Council (CAC). The CAC is a committee made up of advocates, consumers and SJCBSHS staff who ensure that your suggestions/ concerns are addressed in a timely manner. For more information, please call the Consumer Outreach Coordinator at (209) 468-3498.
- Use the suggestion/concerns procedures to improve services. Tells us what and how we can do better.

Why is it important to keep my appointments?

- If you are not here, we cannot help you.
- Your medications may run out, and doctor appointments may take a longer time to reschedule.
- Your illness may get worse, and you might have to go to Crisis and wait to be seen.

What else do I need to do?

- Talking to your therapist, nurse, doctor or case manager about your symptoms and problems helps you in your recovery process.
- If you don't agree with the treatment and want a change, or would like to stop treatment, please feel free to tell a member of your treatment team.



If you want to let the staff member who has been helpful to you know your appreciation, please put a note in a suggestion box.