

**Glenn County
Health and Human Services Agency**
Behavioral Health Services

Medi-Cal Services
for Children and Young Adults
(under 21 years old)

**EARLY AND PERIODIC
SCREENING, DIAGNOSTIC, AND
TREATMENT (EPSDT)**



242 N. Villa Ave.
Willows, CA 95988
Phone: (530) 934-6582
Fax: (530) 934-6592

1187 E. South St.
Orland, CA 95963
Phone: (530) 865-6459
Fax: (530) 865-6483

Toll-Free 24-hour Crisis Service
Call **1-800-500-6582** during office hours
or **1-800-507-3530**
after-hours/holidays/weekends

Clinic Hours
Monday-Friday, 8:00 am-5:00 pm

Medi-Cal Services for Children and Young Adults Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) Mental Health Services

This notice is for Medi-Cal children and young people who qualify for EPSDT services because they are under the age of 21 years.

This notice is also for caregivers or guardians of children and young people who may qualify for EPSDT services.

This notice explains that Medi-Cal mental health services called Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) are available from Glenn County Behavioral Health (GCBH).

What are Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) Mental Health Services?

EPSDT services are Medi-Cal services that you can receive in addition to other Medi-Cal services.

EPSDT services improve medical and mental health problems that your doctor or provider finds, even if the problem will not go away entirely. These problems may include sadness, nervousness, or anger that makes your life difficult.

You must be under the age of 21 years and have full-scope Medi-Cal to receive these services.

What types of services are included in the EPSDT program?

Some of the services that you can get from GCBH include:

- Individual, group, and family therapy
- Crisis counseling
- Case management
- Special day programs
- Medications for your mental health
- Services to treat alcohol and drug problems
- Therapeutic Behavioral Services (TBS)

You might be able to get these services in your home or in the community.

In most cases, GCBH and your doctor or provider will decide if the services that you want are medically necessary.

GCBH must approve your EPSDT services.

What are Therapeutic Behavioral Services (TBS)?

TBS is a type of specialty mental health service available to you if you have severe emotional problems; live in a mental health placement (or are at risk of placement); or were recently hospitalized for mental health problems (or are at risk of hospitalization), AND you are receiving other mental health services.

You may be able to get TBS if you have full-scope Medi-Cal, are under 21 years old, and meet other requirements. Contact GCBH at 1-800-500-6582 for more information.

How can I get EPSDT services for myself (if I am under 21) or for my child?

If you think you or your child needs EPSDT services, ask your doctor, provider, or social worker about EPSDT.

For children/youth in foster care, ask the child's court-appointed attorney.

You can call GCBH at 1-800-500-6582 and ask for an assessment for services.

Who decides whether or not I need EPSDT services, and where and when I can get it?

GCBH decides if you need EPSDT services, including TBS. A GCBH staff person will meet with you, your family or caregiver/guardian, and others who are important in your life.

You will help to write a treatment plan for the mental health services that you need.

Determining if you need EPSDT services may take 1 or more face-to-face meetings with a GCBH staff person.

If GCBH decides that you need EPSDT services, GCBH will let you know.

What if GCBH doesn't approve EPSDT services, but I disagree?

If GCBH does not approve EPSDT services, but you disagree, you can file an appeal with GCBH.

Call the toll-free number at 1-800-500-6582 for information and help.

You may call the county Patient's Rights Advocate at (530) 934-6582.

You may call the State Mental Health Ombudsman Office at 1-888-452-8609; or by email:

MMCDOmbudsmanOffice@dhcs.ca.gov.

After exhausting the GCBH appeal process, you may ask for a state fair hearing by calling 1-800-952-5253; or
TTY: 1-800-952-8349.

English

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-800-500-6582 (TTY: 711).

Español (Spanish)

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-500-6582 (TTY: 711).

Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-500-6582 (TTY: 711).

Tagalog (Tagalog–Filipino)

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-500-6582 (TTY: 711).

한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-500-6582 (TTY: 711) 번으로 전화해 주십시오.

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 1-800-500-6582 (TTY: 711)。

Հայերեն (Armenian)

ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Չանգահարեք 1-800-500-6582 (TTY (հեռատիպ)՝ 711):

Русский (Russian)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-500-6582 (телетайп: 711).

فارسی (Farsi)

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-800-500-6582 (TTY: 711) تماس بگیرید.

日本語 (Japanese)

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-800-500-6582 (TTY: 711) まで、お電話にてご連絡ください。

Hmoob (Hmong)

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-800-500-6582 (TTY: 711).

ਪੰਜਾਬੀ (Punjabi)

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-800-500-6582 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

العربية (Arabic)

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك

بالمجان. اتصل برقم 1-800-500-6582 (رقم هاتف الصم والبكم: 711)

हिंदी (Hindi)

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-500-6582 (TTY: 711) पर कॉल करें।

ภาษาไทย (Thai)

เรียน:

ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้
ฟรี โทร 1-800-500-6582 (TTY: 711).

ខ្មែរ (Cambodian)

ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ,
សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ
គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 1-800-500-6582 (TTY:
711)។

ພາສາລາວ (Lao)

ໂປດຊາບ: ຖ້າ ວ່າ ທ່ານ ເວົ້າ ພາສາລາວ,
ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ,
ໂດຍບໍ່ເສັ້ນຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-
800-500-6582 (TTY: 711).



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Patients' Rights Advocate

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