

Mental Health Services for San Francisco Health Plan Members



What primary care physicians need to know

Carelon Behavioral Health is the behavioral health partner of San Francisco Health Plan. Use this information to access mental health services for the San Francisco Health Plan's Medi-Cal members.

Carelon Behavioral Health covers **individual, family and group therapy, psychiatric consultation and psychological testing** for San Francisco Health Plan members with mild to moderate impairments, as well as **Behavioral Health Treatment / Applied Behavioral Analysis** for members under 21. Primary Care Physicians (PCP) can use the Carelon PCP referral form to make a referral to Carelon Behavioral Health, however, members do not need a PCP referral to access mental health services, but do undergo a brief screening by phone to ensure their condition is mild to moderate. Member or PCP can also look online at www.carelonbehavioralhealth.com. If the Medi-Cal member's condition is moderate to severe, Carelon will assist in transitioning the member to San Francisco County Access for care.

Call Carelon at 855.371.8117 to:

- ◇ Get information on available mental health services
- ◇ Locate mental health providers
- ◇ Get help making a routine or urgent appointment
- ◇ Check a member's benefits and eligibility
- ◇ Get decision support from a Carelon psychiatric advisor related to prescribing psychiatric medications
- ◇ Request support coordinating a member's care
- ◇ Learn about mental health care treatment services offered by San Francisco County Access

NOTE

Emergency and acute services, such as hospital care, crisis response, and rehabilitation programs continue to be provided by San Francisco County Access.

CONTACT

When you call Carelon, let us know that you are a PCP or that you're calling on behalf of a PCP. Our staff will help you immediately or connect you with a clinician, if needed. If you call outside of business hours, you will be automatically transferred to our clinical service team for urgent concerns.

Call Carelon at

1.855.371.8117

or

Fax a referral. Find the form at:

[https://www.sfhp.org/providers/provider-forms/
#behavioralhealth](https://www.sfhp.org/providers/provider-forms/#behavioralhealth)

Find other resources in the PCP Toolkit at:

www.carelonbehavioralhealth.com