

Mental Health Services

Information below is for PCP office staff only – do not distribute to members

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

Call or fax the PCP Referral form to Carelon in order to:

How to Refer Patients to Carelon

CALL (855) 371-8117
or
Submit a PCP Referral Form

- Obtain Primary Care Provider (PCP) decision support from a Carelon licensed psychiatrist for diagnostic and medication clarification by calling the National Peer Advisor Line 877-241-5575
- Refer a member for therapy or medication management with a Carelon provider
- Refer a member to local Carelon care coordinators for assistance with psychosocial needs, communication with providers, or simply obtaining past psychiatric records
- Refer a member under 21 for Behavioral Health Treatment / Applied Behavioral Analysis

Download the PCP Referral Form and guide at:

<https://www.sfhp.org/providers/provider-forms/#behavioralhealth>

Carelon provides mental health care services for San Francisco Health Plan Medi-Cal members with **mild to moderate functional impairments due to mental health conditions**.

Carelon recognizes that PCPs provide over 80% of behavioral health care to patients nationwide, and we offer PCPs telephonic peer-to-peer clinical decision support with a licensed psychiatrist. Members needing outpatient services may call Carelon directly, be referred by a PCP, or look online at www.carelonbehavioralhealth.com. Carelon will telephonically assess the member's needs and support a referral to the most appropriate level of care and provider type.

Emergency, crisis response, and other services for **moderate to severe functional impairments due to mental health conditions and services for substance use disorders** should still be referred directly to San Francisco County Access at 1-888-246-3333.