



# Help Patients Get the Right Behavioral Health Treatment through MHN

You may need to refer a patient to MHN, California Health & Wellness Plan’s (CHWP’s) behavioral health administrator, as part of their treatment plan. Use these tips to coordinate care and help your patients get the right care.

## Encourage patients to access their behavioral health services

Actions for you and the patient ...	Talk with patients about contacting MHN ...
<b>Partner with the patient to call MHN’s customer service number during an office visit.</b>	<i>“Let’s call MHN together to find a provider that fits what you need.”</i>
<b>Let patients know they can call MHN directly to get a list of available providers, including the best telehealth options.</b>	<i>“MHN’s customer service can help you find a behavioral health provider or specialist. They can also help review telehealth choices.”</i>
<b>Find an MHN network provider through their online directory.</b>	<i>“MHN’s website can help you choose a provider – even one with telehealth service.”</i>



## Assure your patients that MHN works with county agencies

The California Department of Healthcare Services Mental Health Services Division oversees county mental health plans. Each county provides access to specialty mental health services and substance use disorder (SUD) services (also known as chemical dependency services). These Medi-Cal specialty and SUD services are excluded from CHWP’s coverage responsibilities. For Medi-Cal members with a severe level of impairment and/or SUD, MHN can help you and your patient by working with the county agencies to get patients the right mental health or SUD care that’s needed.

## Share information to improve treatment results

- Share medical records with the patient’s behavioral health provider.
- When referring a patient to a behavioral health provider, share if the patient has any of the following:
  - A medical condition that could impact behavioral health treatment.
  - Lab test results that could impact a reaction to certain medications.
  - Responses to brief interventions.

(continued)

- Ensure you have a signed consent form to redisclose patient information to the designated behavioral health specialist and MHN. Give a signed copy of the document(s) to the patient, or the patient’s parental or legal guardian.
- Ask the behavioral health specialist to share necessary information with you. This supports a comprehensive treatment plan.

## Access the MHN provider directory

- Visit [www.mhn.com/find-a-provider.html](http://www.mhn.com/find-a-provider.html).
- Select *California Health & Wellness Plan*, then click *Next*.
- Choose one of three search options shown in the table below:

Telehealth	Distance	Provider Attributes and Location
<ul style="list-style-type: none"> <li>• For telehealth options, check the box next to ‘Search by Telehealth.’</li> <li>• For a specific telehealth option (listed below), enter the name in ‘Last Name, Group or Facility Name.’</li> <li>• Finally, check ‘View Search Results.’</li> </ul>	<ul style="list-style-type: none"> <li>• Search by Distance, Address, City, or State and Zip Code.</li> <li>• If you want telehealth options, check the box next to ‘Provides Telehealth Service.’</li> <li>• Finally, check ‘View Search Results.’</li> </ul>	<ul style="list-style-type: none"> <li>• Search by Last Name, Group or Facility Name, National Provider Identifier (NPI), License Number, Admitting Facility, Area code, Address, City, State and Zip Code, and County.</li> <li>• Finally, check ‘View Search Results.’</li> </ul>

## Telehealth services at-a-glance

Telehealth options <sup>1</sup>	Ages served
California Telemedicine Associates, PC (Babylon)	18+
Telehealthdocs	10+
Telemed2u	6+
Inpathy®	6+
HealthLinkNow	6+
Bright Heart Health Medical Group	18+
Daybreak Health	12–19

<sup>1</sup>All telehealth options use Zoom for online video medical appointments except Inpathy, which uses Athena.



## How to contact MHN

- Call CHWP at **877-658-0305**.
  - Press ‘\*’ for 24/7 telephonic crisis support.
  - Press ‘4’ for available behavioral health providers (including telehealth), help with an appointment, or interpreter or language assistance.