

**Patients' Rights Advocate**  
**Defensor de los Derechos del Paciente**  
(800) 970-5816

Mendocino County Mental Health Plan (MPH) offers free Language or interpreter assistance, Sign Language, or California Relay Services (TTY/TDD) for beneficiaries requesting or accessing services.

These services may be requested at any Mental Health Plan Provider site or by calling 1-800-555-5906.

Revised 6/2025

## **Mendocino County**

### **Behavioral Health & Recovery Services**



### **Mental Health Plan (MHP)**

**Mental Health Plan 24 hour Access Line**  
**1-800-555-5906 (Toll Free)**

**Crisis Line 24 Hour Access Line**  
**1-855-838-0404 (Toll Free)**

This form is available in large print and audio.  
Please see the receptionist or call  
1-800-555-5906.

Sí Usted Habla Español. Esta información está disponible en español, por favor vea la recepcionista o llame 1-800-555-5906.

The following information will describe how to receive services and what services are available in the Mendocino County Mental Health Plan (MHP). If you have further questions after reading this brochure, you may call 800-555-5906 (toll free).



### **Tagalog (Filipino)**

ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa 1-800-555-5906 (TTY: 711). Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille at malaking print. Tumawag sa 1-800-555-5906 (TTY: 711). Libre ang mga serbisyong ito.

### **ภาษาไทย (Thai)**

โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทรศัพท์ไปที่หมายเลข 1-800-555-5906 (TTY: 711) นอกจากนี้ ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่เป็นอักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปที่หมายเลข 1-800-555-5906 (TTY: 711) ไม่มีค่าใช้จ่ายสำหรับบริการเหล่านี้

### **Українська (Ukrainian)**

УВАГА! Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер 1-800-555-5906 (TTY: 711). Люди з обмеженими можливостями також можуть скористатися допоміжними засобами та послугами, наприклад, отримати документи, надруковані шрифтом Брайля та великим шрифтом. Телефонуйте на номер 1-800-555-5906 (TTY: 711). Ці послуги безкоштовні.

### **Tiếng Việt (Vietnamese)**

CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số 1-800-555-5906 (TTY: 711). Chúng tôi cũng hỗ trợ và cung cấp các dịch vụ dành cho người khuyết tật, như tài liệu bằng chữ nổi Braille và chữ khổ lớn (chữ hoa). Vui lòng gọi số 1-800-555-5906 (TTY: 711). Các dịch vụ này đều miễn phí.

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## **Guide to Medi-Cal Mental Health Services and Provider List**

A full beneficiary booklet detailing more information about the MHP and your rights is available in the lobby of each Mental Health (MH) provider site. A list of Mental Health providers that offer alternative options of cultural / linguistic services is also available in the lobby and upon request. If you want a copy of this booklet or provider list, you may request one at any Mental Health Provider site, call 800-555-5906 or write to the MHP Quality Assurance Performance Improvement (QAPI) at 1120 South Dora Street, Ukiah CA 95482 and request a booklet be mailed to you.

### **How do I get Mental Health Services?**

**For Psychiatric Emergency Services:** call the Mental Health Crisis Line at (855) 838-0404 (toll free 24 hours a day) or go to the nearest emergency room.

When out of county, MHP members should contact the nearest local Mental Health Department. For a life threatening emergency, call 911 or go to the nearest emergency room.  
Crisis Center addresses:

#### **Fort Bragg**

516 Cypress Street, Fort Bragg

#### **Ukiah**

780 S. Dora Street, Ukiah

**For Routine Services:** The Mendocino County Mental Health Plan Access Centers or Access Line is the point of entry for Mendocino County Mental Health Plan services. If you think that you, a family member or friend needs mental health services, call the Mendocino County Access line at 800-555-5906. If you prefer, you can also make an appointment by mail or in person at the nearest Mendocino County MHP authorized provider.

### **What Services are available?**

The Mendocino County Mental Health Plan provides services for Adults and Children.

**Acute Services:** Crisis and acute inpatient hospitalization are for individuals who are in need of urgent mental health treatment and evaluation. Crisis contacts may be made through any MHP Access Center either by phone or walk in. Crisis Services are available 24 hours a day 7 days a week (855-838-0400) . Acute inpatient hospitalization is available through contract hospitals.

**Outpatient Services:** In addition to Psychiatric Emergency services, we offer Case Management Services, Medication Services, Adult Services, Youth and Family Services, Dual Diagnosis Services, CalWorks (services supporting work force entry), Forensic Mental Health Services, Older Adult Services, Therapeutic Behavioral Services, Intensive Care Coordination, Intensive Home Based Services, WRAP Around and therapy through our contract Provider Network for eligible clients.

### **Problem Resolution Process**

Clients are encouraged to discuss their concerns regarding their mental health services directly with their provider or with the providers' supervisor. Clients may also contact the MHP QAPI department at (707) 472-2309.

### **Grievances, Appeals, or Expedited Appeals**

No beneficiary shall be subject to any penalty for filing a grievance, appeal or expedited appeal.

**To file a grievance, appeal, or expedited appeal** call (707) 472-2309, or mail a grievance form to Mental Health Plan, 1120 South Dora Street, Ukiah CA 95482. The Patients' Rights Advocate can assist you in preparing and filing a Grievance, Appeal and Expedited Appeal (800) 970-5816.

You may obtain a Grievance /Appeal form and self-addressed envelope at any Mendocino County Mental Health Plan provider site. You should be able to obtain a Grievance/Appeal form without asking for one.

The MHP problem resolution process is explained in more detail in the Beneficiary Handbook - Specialty Mental Health Services available by request. For more information regarding Problem Resolution process, you may also obtain a *Grievance and Appeal Process* brochure through the MHP.

### **ພາສາລາວ (Laotian)**

ປະກາດ: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອ ອາໄປພາສາຂອງທ່ານໃຫ້ໂທຫາເບີ 1-800-555-5906 (TTY: 711). ຍັງມີຄວາມຊ່ວຍເຫຼືອ ອາໄປພາສາຂອງທ່ານໃຫ້ໂທຫາເບີ 1-800-555-5906 (TTY: 711). ການບໍລິການເຫຼົ່ານີ້ບໍ່ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ.

### **Mien**

LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiemx longc mienh tengx faan benx meih nyei waac nor douc waac daaih lorx taux 1-800-555-5906 (TTY: 711). Liouh lorx jauv-louc tengx aengx caux nzie gong bun taux ninh mbuo wuaaic fangx mienh, beiv taux longc benx nzangc-pokc bun hluc mbiutc aengx caux aamz mborqv benx domh sou se mbenc nzoih bun longc. Douc waac daaih lorx 1-800-555-5906 (TTY: 711). Naaiv deix nzie weih gong-bou jauv-louc se benx wang-henh tengx mv zuqc cuotv nyaanh oc.

### **ਪੰਜਾਬੀ (Punjabi)**

ਧਿਆਨ ਧਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਧ ਿੱਚ ਮਿ਼ਿ ਿੀ ਲੋੜ ਹੈ ਤਾਂ ਕਾਲ ਕਰੋ 1-800-555-5906 (TTY: 711). ਅਪਾਰਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇ ਾ ਾਂ ਪਸ਼ ਿੱਚ ਖੋਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਧ ਿੱਚ ਿਸਤਾ ੇਜ਼, ੀ ਉਪਲਬਧਿ ਹਨ| ਕਾਲ ਕਰੋ 1-800-555-5906 (TTY: 711). ਇਹ ਸੇ ਾ ਾਂ ਮੁਫਤ ਹਨ|

### **Русский (Russian)**

ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру 1-800-555-5906 (линия ТTY: 711). Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру 1-800-555-5906 (линия ТTY: 711). Такие услуги предоставляются бесплатно.

### **Español (Spanish)**

ATENCIÓN: si necesita ayuda en su idioma, llame al 1-800-555-5906 (TTY: 711). También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al 1-800-555-5906 (TTY: 711). Estos servicios son gratuitos.

## فارس (Farsi)

توجه: اگر می‌خواهید به زبان خود کمک دریافت کنید، با 1-800-555-5906 (TTY: 711) تماس بگیرید. کمکها و خدمات مخصوص افراد دارای معلولیت، مانند نسخه‌های خط بریل و چاپ با حروف بزرگ، نیز موجود است. 1-800-555-5906 (TTY: 711) تماس بگیرید. این خدمات رایگان ارائه میشوند.

## हिंदी (Hindi)

ध्यान दें: अगर आपको अपनी भाषा में सहायता की आवश्यकता है तो 1-800-555-5906 (TTY: 711) पर कॉल करें। अशक्तता वाले लोगों के लिये सहायता और सेवाएँ, जैसे ब्रेल और बड़े लरेंट में भी दस्तावेज़ उपलब्ध हैं। 1-800-555-5906 (TTY: 711) पर कॉल करें। ये सेवाएँ लन: शुल्क हैं।

## Hmoob (Hmong)

CEEB TOOM: Yog koj xav tau kev pab txhais koj hom lus hu rau 1-800-555-5906 (TTY: 711). Muaj cov kev pab txhawb thiab kev pab cuam rau cov neeg xiam oob qhab, xws li puav leej muaj ua cov ntawv su thiab luam tawm ua tus ntawv loj. Hu rau 1-800-555-5906 (TTY: 711). Cov kev pab cuam no yog pab dawb xwb.

## 日本語 (Japanese)

注意日本語での対応が必要な場合は 1-800-555-5906 (TTY: 711)へお電話ください。点字の資料や文字の拡大表示など、障がいをお持ちの方のためのサービスも用意しています。 1-800-555-5906 (TTY: 711)へお電話ください。これらのサービスは無料で提供しています。

## 한국어 (Korean)

유의사항: 귀하의 언어로 도움을 받고 싶으시면 1-800-555-5906 (TTY: 711) 번으로 문의하십시오. 점자나 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한 도움과 서비스도 이용 가능합니다. 1-800-555-5906 (TTY: 711) 번으로 문의하십시오. 이러한 서비스는 무료로 제공됩니다.

## Suggestions

Beneficiary suggestions and opinions are an important part of providing quality care. Mendocino County Mental Health conducts surveys and maintains suggestion boxes in most mental health service areas in the County to obtain information that is incorporated in planning and training. You are encouraged to share ideas for improvement to staff where you receive treatment, or send your suggestions to: MH QAPI Unit, 1120 S. Dora Street, Ukiah CA 95482.

## Responsibilities of the MHP

- Provide access to medically necessary mental health services
- Ensure there are providers to serve the needs of the members
- Work with you and your provider to ensure quality mental health services
- Respond to the needs of our members, both adults and children
- Treat you in a respectful and courteous manner
- Protect your rights under the Mental Health Plan

## Responsibilities of the MHP Members

- Call your local Mental Health provider or the Access Center directly at 800-555-5906 when you need mental health services
- Ask your provider or call the MHP at 800-555-5906 (toll free) when you have questions about services
- Call your provider at least one day in advance if you are going to miss a scheduled appointment
- Advise your provider of all your current insurance carriers
- Follow the plan of care you have agreed to with your provider
- Get necessary prescriptions renewed before they run out
- Ask your provider to explain your treatment whenever there is something you do not understand
- If you get medications that do not work or have unpleasant side effects, contact your Physician
- Tell your mental health provider if you are getting other health care or taking any medication (including non-prescribed or illegal drugs)

## **Confidentiality**

Mental Health Staff, contracted agencies and providers follow legal procedures to ensure confidentiality of your services and records. In the event that you want copies of your records, you may make a written request of your provider or a formal request through the Medical Records Officer, 1120 South Dora Street, Ukiah CA 95482. Mendocino County has a specific form to allow for these requests available from your provider.

## **Change of Provider**

You may obtain a formal request form for a change of provider at any Mental Health Plan provider. Whenever possible the Mendocino County Mental Health Plan will, at the request of the client, allow for a change of provider. The MHP may limit the choice to a contract provider with the MHP or the Mendocino County Mental Health Department.

## **Second Opinion**

When accessing Specialty Mental Health Services, you have the right to a second opinion at no additional cost to you when the MHP or its providers determine that the medical necessity criteria to receive Specialty mental Health Services have not been met and that you, therefore, are not entitled to any specialty mental health services from the MHP.

You can make a second opinion request in writing or verbally. Your request for a second opinion will be reviewed by the QAPI staff who will respond to you within ten (10) days and work with you to determine if your request requires a face-to-face meeting with another provider and assist in arranging it.

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## **English**

ATTENTION: If you need help in your language call 1-800-555-5906 (TTY: 711). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call 1-800-555-5906 (TTY: 711). These services are free of charge.

## **العربية(Arabic)**

يُرج الانتباه: إذا احتجت إلى المساعدة بلغتك، فاتصل بـ 1-800-555-5906

(TTY:711). (711)تتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة

بطريقة بربل والخط الكبري. اتصل بـ 1-800-555-5906

(TTY:711) هذه الخدمات مجانية.

## **Հայերեն (Armenian)**

ՈՒՇԱԴՐՈՒԹՅՈՒՆ: Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, զանգահարեք 1-800-555-5906 (TTY: 711): Կան նաև օժանդակ միջոցներ ու

ծառայություններ հաշմանդամություն ունեցող անձանց համար, օրինակ՝ Բրայլի գրատիպով ու խոշորատառ տպագրված կրթչի: Զանգահարեք 1-800-555-5906 (TTY: 711): Այդ ծառայություններն անվճար են:

## **ខ្មែរ (Cambodian)**

ចំណាំ: បើ អ្នក ត្រូវ ការជំនួយ ជាភាសា ខ្មែរ សូម ទូរស័ព្ទ លេខ 1-800-555-5906 (TTY: 711)។ ជំនួយ និង បេសកកម្ម ផ្សេងៗ ជនពិការ ដូចជា ឯកសារសរសេរជាអ្នកស្រុក ផ្សេងៗ ជនពិការភ្នែក ឬ ឯកសារសរសេរជាអ្នកពិការ ក៏អាចរកបានផងដែរ។ ទូរស័ព្ទ លេខ 1-800-555-5906 (TTY: 711)។ បេសកកម្ម ទាំងនេះ មិនគិតថ្លៃ ឡើយ។

## **繁體中文 (Chinese)**

请注意：如果您需要以您的母语提供帮助，请致电 1-800-555-590 (TTY: 711)。另外还提供针对残疾人士的帮助和服务，例如盲文和需要较大字体阅读，也是方便取用的。请致电 1-800-555-5906 (TTY: 711)。这些服务都是免费的。