

Dear Member:

Welcome to the Inyo County Mental Plan (ICMHP) This Plan is part of Inyo County Mental Health Services. We provide Mental Health services for people who live in Inyo Country and receive Medi-Cal.

As your Mental Health Services Plan, we have certain goals. These goals are to:

- **Improve access to mental health care.**
- **Work with you and other health care providers to arrange for quality care for you.**
- **Be sensitive to each member's needs.**

As a member, you have certain duties. These duties are to:

- **Work with our staff to choose the best staff member for you.**
- **Keep your appointments as scheduled.**
- **Call if you are unable to keep your appointment due to an unexpected event.**
- **Work on treatment goals with your Therapist and/or the doctor.**

SERVICE TEAM

Each person needing mental health services will be helped to write a special Client Plan. A team of experts, including staff from different cultures, will review each person's Plan to determine the need for services. This team includes:

- Psychiatrist (M.D.)
- Psychologist (Ph.D.)
- Marriage and Family Therapist (MFT)
- Clinical Social Worker (LCSW)
- Registered Nurse (RN)
- Case Manager
- Mental Health Rehabilitation Specialist
- Therapeutic Behavioral Aides (TBA)

HOW CLIENTS CAN SOLVE COMPLAINTS AND PROBLEMS

Persons who are not happy with their mental health services may talk to or write to us. We will work to solve the problem. You will continue to get the same services while your problems are being solved. The Mental Health Plan has a process to ensure that a Beneficiary is not subject to any penalty for filing a grievance.

We have a grievance process, and an appeal process for **actions only** (see Problem Resolution Guide).

Beneficiaries will be required to exhaust the Mental Health Plans' problem resolution process prior to filing for a State Fair Hearing.

Language Assistance

Language assistance services are available (family members do not need to interpret).

If you are deaf and use TDD, call 1-800-952-8349

You are entitled to a free of cost second opinion from a qualified health care professional within or outside of the County. You can discuss this with your provider.

If you need help at any time, the Mental Health Director will have someone help you, or you can call the Patient's Right's Advocate.

**Patients' Rights Advocate
(760) 873-6533**

DIRECTOR'S NOTE

Welcome to the Inyo County Mental Health Plan. We will give you skilled Mental Health services. If you have any questions, please

call me at:
(760) 873-6533 or
1 (800) 841-5011

Inyo County Mental Health joins other programs of the Health and Human Services Department, including:

- Substance Use Disorders
- Social Services
- Health Services
- Tobacco Prevention
- Prevention Programs
- Child Protective Services
- Adult Protective Services
- WIC (Women Infant & Children)
- HIV/AIDS
- Dental
- Employability Assistance

ACCESS

You or your family may never need mental health services. If you do, we are here to help. To obtain a list of providers in this area, contact the Office Manager at

(760) 873-6533

We have an **Intake process** for new admissions. If you have a mental health problem and want to see what services you may need, the process begins with the front office staff. Information is collected and then an appointment is made for you to talk to someone.

Assessment: Gathering information from you and sometimes your family in order to make the best mental health treatment plan with you.

Crisis Counseling: If you feel you want to hurt yourself or anyone else or you just can't cope with your problem any longer, you can get crisis assistance.

Medication Evaluation and Services: If you need to be on medication because of mental illness, the doctor will prescribe medication and the clinic will follow this treatment.

Case Management/Social Work: Assistance with improving your coping or daily living skills or help with getting in touch with places that can assist you such as Social Security, Vocational Rehab or Health Services.

Individual Counseling: You will work with a counselor to make a

plan to address the help that you need.

Group Counseling: Talking together with other people to address certain mental health problems.

Family Counseling: Working as a family with a counselor.

Early and Periodic Screening Diagnosis and Treatment (EPSDT)

Mental Health Services: Any mental health service needed by children or young people under 21 who have full scope Medical to correct or improve their mental health problems.

Therapeutic Behavioral Services

(TBS): TBS is an EPSDT mental health service. TBS helps children and young people who: Have severe emotional problems, live in a mental health placement, or have been hospitalized recently for mental health problems. If TBS is needed, the TBS staff person works very intensively for a short period of time with a young person and their families. TBS may help beneficiaries and their families learn new ways of controlling problem behavior.

Services in Spanish:

Free language assistance is available. (family members do not need to interpret).

ADDRESSES AND PHONE NUMBERS

INYO COUNTY MENTAL HEALTH SERVICES

162 J Grove Street
Bishop, California 93514
(760) 873-6533
Fax (760) 873-3277
Toll Free 1 (800) 841-5011

Satellite Office:
380 North Mt. Whitney Ave.
Lone Pine, California 93545
(760) 876-5545
Fax (760) 876-5127

OFFICE HOURS:
8:00am-12:00pm
1:00pm-5:00pm
Monday through Friday

**24 hour Crisis Services
are available:
Call 1 (800) 841-5011**

INYO COUNTY HEALTH AND HUMAN SERVICES

BEHAVIORAL HEALTH SERVICES

For Inyo County Medi-Cal
Recipients who need
Mental Health Services

