System of Care: Access
Beneficiary Access Line (BAL)

- **(800) 723-8641** – 24 hour access line for Medi-Cal beneficiaries
  - May be used by: Client, parent/legal guardian of a minor, or referring agency with client present

- Verify Medi-Cal eligibility

- **Conduct Substance Use Disorder (SUD) Brief Level of Care Screening**

- **Conduct Mental Health Screening**

- **Schedules appointment or provides referral to appropriate level of care**
Member Service Line – OC Links

- **855-OC-Links (855-625-4657) – Monday-Friday 8:00am to 6:00pm**
  - May be used by: Client, parent/legal guardian of a minor, or referring agency with client present

- Will be able to verify Medi-Cal eligibility

- **If caller requests services while on call:**
  - If caller has Medi-Cal, OC Links will warm link to the Beneficiary Access Line (BAL)
  - If caller has private insurance, OC Links will refer caller to contact their insurance provider
  - If caller is does not have insurance, OC Links will warm link to a County-operated clinic
System of Care: Providers
Outpatient Services

• **Services for adolescents and adults:**

• **County-operated SUD programs for Medi-Cal beneficiaries and clients without insurance**
  - **4 locations**: Aliso Viejo, Anaheim, Santa Ana, and Westminster – serves adolescent & adults
  - **DUI/Drug Court Programs**: Aliso Viejo, Anaheim, Costa Mesa, Santa Ana, and Westminster – serves adults
  - **Perinatal services**: available at 4 locations – serves adult females

• **County-contracted SUD programs offer outpatient services for Medi-Cal beneficiaries only**
  - **KC Services**: serves adults (3 locations: Fullerton, Garden Grove, and Irvine)
  - **Phoenix House**: serves adults (1 location: Santa Ana)
  - **Twin Town**: serves adolescents & adults (3 locations: Los Alamitos, Orange, and Mission Viejo)
  - **Wel-Mor Psychology Group, Inc.** – serves adolescents & adults (1 location: Costa Mesa)
  - **PES-ebs** – serves adults (1 location: Santa Ana)
MAT: Opioid Treatment Program (OTP)/Narcotic Treatment Program (NTP)

- Available for adult Medi-Cal beneficiaries and clients without insurance
- Provided to adults in jail who were receiving methadone prior to incarceration
- NTP services available include:
  - Methadone Maintenance, 21-day methadone detox, Disulfiram, Buprenorphine, and Naloxone
- County-contracted providers:
  - **Western Pacific Med Corp.**
    - Costa Mesa – clients without insurance only
    - Fullerton – Medi-Cal beneficiaries and clients without insurance
    - Stanton – Medi-Cal beneficiaries only
  - **Acadia - Recovery Solutions**
    - Santa Ana – Medi-Cal Beneficiaries only
• Available for adult Medi-Cal beneficiaries and AB 109 clients without insurance

• Vivitrol Provider:
  • **KC Services** (3 locations: Fullerton, Garden Grove, and Irvine)
Clinically Managed Residential Withdrawal Management (Social Model Detox)

• Available for adult Medi-Cal beneficiaries and clients without insurance

• Two contracted providers:
  • Rogue Center (Stanton)
  • Woodglen Detox (Fullerton)
Residential Treatment Services

- Serves adolescent and adults
- Perinatal services available by Letter of Agreement
- County-contracted DMC providers:
  - Adult Providers:
    - **Phoenix House** (Santa Ana)
      - Provides services (low intensity and high intensity)
      - Male & Female beds
    - **Hope House** (Anaheim)
      - Provides services (low intensity)
      - Males beds only
    - **Woodglen** (Fullerton)
      - Provides services (low intensity)
      - Male & Female beds
    - **Gerry House (Santa Ana)**
      - Provides services (low intensity)
      - Males and female beds
  - Adolescent Provider:
    - **Touchstones** (Orange)
      - Provides services (low intensity and high intensity)
      - Male & Female beds
Residential Treatment Services Expansion

• Expanded Perinatal Residential
  • CleanPath (Costa Mesa)
  • Vera’s Sanctuary (Trabuco Canyon)

• New Providers coming on Board
  • His House (Upland)
  • New Creation (Colton)
MAT Expansion

- Adding Suboxone for Uninsured
- Looking to increase Office Based Opioid Treatment (OBOT)
- Working to Site South County Location
- Initiatives in the Community to Increase MAT in FQHC settings
Services to Criminal Justice Expansion

• Methadone expansion in Jail
• Planning to provide SUD services for Incarcerated Population
• Increase County-contracted DMC providers for AB109:
  • Residential Providers:
    • Step House
    • Cooper Fellowship
    • Woodglen Daylight
    • The Villa
  • Vivitrol Provider:
    • Step House
Questions?

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