



Orange County Substance Abuse Services

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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 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-eps** – 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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