

**WELCOME**  
**MADERA COUNTY RESIDENTS**

A variety of mental health services and programs are available to mental health clients in Madera County. Madera County Behavioral Health Services provides a continuum of services to children, youth, adults, and their families at three locations as well as with contracted private therapists in the community. A list of mental health providers is available upon request or on our website [www.maderacounty.com](http://www.maderacounty.com)

**SCHEDULING APPOINTMENTS**

Services may be accessed by calling the Mental Health Plan (MHP) at the number listed below. Callers will speak to a staff member that will assist in scheduling an appointment for you.

Madera County (559) 673-3508  
Toll free (888) 275-9779

**SERVICES FOR MINORS & ADULTS**

- Assessment is a thorough analysis of the history and current status of an individual's mental, emotional, and behavioral concerns. Cultural issues and history are also identified. The assessment is used to determine what mental health services are needed.
- Individual, family, and group counseling/therapy are provided to persons who would benefit.
- Psychiatric services evaluate and monitor individuals who need and are willing to take psychotropic medication.

- Dual Diagnosis treatment is provided for individuals who have both a mental health and a substance related diagnosis.
- Case Management services are offered to help families and individuals connect with community resources.

**SERVICES FOR MINORS**

- Additional Services are available for children/youth up to age 21 who are full scope Medi-Cal beneficiaries.
- TBS is one-on-one therapeutic provided for a specified brief time period designed to maintain the child's or youth's residential placement and prevent psychiatric hospitalization by resolving target behaviors and achieving short-term goals.
- Intensive Care Coordination (ICC), includes facilitating assessment, care planning, and coordination of services, including urgent services for youth.
- Intensive Home Based Services (IHBS) are individualized, strength-based interventions to address conditions that interfere with a child's functioning.
- Therapeutic Foster Care (TFC) is a short term, intensive, trauma-informed, and individualized intervention provided by a TFC parent to a youth who has complex needs.
- There is a collaborative program between Madera County Behavioral Health Services, Madera County Department of Social Services, Madera

County Public Health Department, and Madera County Office of Education. The program offers assessment and comprehensive treatment for children in out-of-home placement.

- Juvenile Justice Programs provide individual, group, and family counseling for youth who are court ordered through the Probation Department or referred by the School Attendance Review Board.

**ADULT SERVICES**

- Intensive case management helps individuals stabilize and improve their ability to function and prevent possible hospitalization.
- Intensive treatment and prevention services are also available through the Mental Health Services Act funding. These include peer/family member support services available through Hope House in Madera and the Mountain Wellness Center in Oakhurst. Contact the Mental Health Plan for more information.

**CONTINUITY OF CARE**

- Beneficiaries with a pre-existing out-of-network Medi-Cal provider or terminated provider relationship will be given the option to continue treatment for up to 12 months. The request for continuity of care may be done in person, in writing, or via telephone and shall not be required to submit an electronic or written request.

**OUT OF NETWORK ACCESS**

- If we don't have the capacity to provide you with adequate and timely services,

we will arrange for you to receive services with an out-of-network provider. If you have any questions about out-of-network access, please call the Quality Management Coordinator or the Patient's Rights Advocate at (559) 673-3508 or (888) 275-9779.

**PSYCHIATRIC EMERGENCY TEAM**

- Emergency services are available 24 hours a day, 7 days a week for individuals who are potentially a danger to themselves or others, or for those who are gravely disabled due to a mental illness. An immediate assessment is provided to determine if psychiatric hospitalization or other care is required.

**SUGGESTIONS**

- Suggestions and opinions are an important part of providing good care. Please give us this feedback by calling the Mental Health Plan at (559) 673-3508 or (888) 275-9779 or using the suggestion boxes in the waiting rooms of Behavioral Health Services programs.

**GRIEVANCE PROCEDURE**

We encourage you to discuss concerns about mental health services with your therapist or program staff. You may also talk to the Quality Management Coordinator at (559) 673-3508 or (888) 275-9779; or call the Patients' Rights Advocate at (559) 673-3508 or (888) 275-9779; or the California Department of Health Care Ombudsman at (800) 896-4042; or TTY (800)896-2512 or email [MHombudsman@dhcs.ca.gov](mailto:MHombudsman@dhcs.ca.gov).

If you are unable to resolve a concern about any aspect of service, you may at any time, for any reason file a grievance with the Quality Management Coordinator. A grievance may be filed verbally by calling **(559) 673-3508** or **(888) 275-9779**, or by completing a Grievance Form. Formal Grievance forms and pre-addressed envelopes are available in the reception area of all clinics and provider offices. Grievance forms are also available on our website [www.maderacounty.com](http://www.maderacounty.com)

You may designate someone to act on your behalf at any time. A consumer representative is also available to assist you by calling **(559) 673-3508** or **(888) 275-9779**.

### APPEAL PROCEDURE

If you wish to appeal an “Adverse Benefit Determination” by the Mental Health Plan, you may call the Quality Management Coordinator at

**(559) 673-3508** or **(888) 275-9779**. An “Adverse Benefit Determination” is when the MHP:

1. Denies or limits authorization of a requested service, including the type or level of service, medical necessity, appropriateness, setting, or effectiveness of a covered benefit;
2. Reduces, suspends, or terminates a previously authorized service;
3. Denies, in whole or in part,

4. Fails to provide services in a timely manner;
5. Fails to act within the required timeframes for standard resolution of grievance and appeals; or
6. The denial of a beneficiary’s request to dispute financial liability.

An Expedited Appeal may be used when a decision must be made quickly to protect the beneficiary’s life, health, or ability to function at a maximum level.

Beneficiaries have a right to request a State Fair Hearing after the Appeal process has been completed. You may contact the Patient’s Rights Advocate or the State Ombudsman listed below to assist in filing for a State Fair Hearing. All State Fair Hearing decisions are final.

**YOUR MENTAL HEALTH SERVICES WILL NOT BE AFFECTED IN ANY WAY, NOR WILL YOU BE SUBJECT TO ANY PENALTY, BY FILING A GRIEVANCE OR AN APPEAL.**

### WHERE TO GET MENTAL HEALTH SERVICES

#### **Behavioral Health Services (BHS)**

209 E. 7th St.  
Madera, CA (559) 673-3508

#### **Pine Recovery Center (PRC)**

117 N. R Street, Suite 101,  
Madera, CA (559) 662-0527

#### **Oakhurst Counseling Center (OCC)**

49774 Road 426, #D,  
Oakhurst, CA (559) 683-4809

#### **Chowchilla Recovery Center (CRC)**

215 S 4th St.  
Chowchilla, CA (559) 665-2947

#### Mailing Address

**P. O. Box 1288  
Madera, CA 93639-1288**

**BHS, PRC, OCC and CRC** are open for services 8:00 a.m. to 5:00 p.m., Monday through Friday. Services include enrollment for services, scheduled appointments, and emergency walk-ins.

Please ask receptionist about your **right to free language assistance** services as well as alternative formats of this brochure. If you have **physical limitations**, we will help you find available, appropriate and accessible services.

## **MADERA COUNTY BEHAVIORAL HEALTH SERVICES**

### **SERVICES GUIDE**



### 24-HOUR PHONE LINES

**Madera County (559) 673-3508  
Toll Free (888) 275-9779**

**TTY (800) 735-2929**

**Cal Relay Services  
(English & Spanish)  
Dial 711**

**English Speech to Speech  
866-288-1909**

**Spanish Speech to Speech  
866-288-4151**

- **Emergency Psychiatric Services**
- **Appointment and Referral for Services**