



24/7 Access Line Requirements Policy

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Policy In accordance with federal and state regulations, and Department of Health Care Services (DHCS) contract agreement requirements, the Department of Behavioral Health (DBH) provides and maintains a 24/7 Access Line for all clients. Contract providers must refer after hours calls to the DBH-operated 24/7 Access Line to ensure appropriate access, tracking and reporting to DHCS.

- Clients seeking Specialty Mental Health Services (SMHS) are directed to call the 24/7 Access Line at 888-743-1478 (TTD and TDD services will be available as necessary).
- Clients seeking Substance Use Disorder and Recovery Services (SUDRS) services are directed to call the SUD Beneficiary Access Line (BAL) at 800-968-2636 (TTD and TDD services will be available as necessary).

Purpose To inform all DBH staff, contract agencies, and FFS providers of 24/7 Access Line requirements, as specified by federal and state regulations and DHCS agreements.

Definition(s) **24/7 Access Line:** state-wide, toll-free telephone number available to clients 24 hours a day, seven (7) days per week. DBH maintains responsibility for the line, and operations occur as follows:

- DBH Access Unit provides coverage of the 24/7 Access Line for SMHS clients Monday through Friday from 7:30 a.m. to 5:00 p.m.
 - Access After Hours staff provide coverage from 5:00 p.m. to 7:30 a.m. Monday through Friday, weekends, and holidays.
- DBH SUDRS Screening Assessment and Referral Center (SARC) provides coverage of the 24/7 SUD Beneficiary Access Line (BAL) for SUDRS clients Monday through Friday from 8:00 a.m. to 5:00 p.m.
 - DBH SUDRS on-call staff provides coverage after-hours Friday through Monday from 5:00 p.m. to 8:00 a.m., weekends and holidays.

Call Log Status Report: A report capturing specific data related to all incoming calls to the SUD BAL.

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Requirements	<p>DBH must ensure the following requirements are met:</p> <ul style="list-style-type: none">• Ensure staffing and/or operation of a 24/7 Access Line;• Ensure a live operator answers the 24/7 Access Line at all times;• Provide language capabilities in all languages spoken by all County clients;• Provide adequate TTY/TDD Services;• Provide training for staff of the 24/7 Access Line to obtain linguistically-appropriate capabilities;• Provide information to clients regarding accessing SMHS, SUDRS, and/or any other behavioral health resources or referrals (this may entail screening from SUDRS and by SMHS staff to ensure the client is connected to the appropriate program, etc.);• Provide client assistance on problem resolution process, including filing a grievance and/or appeal, as well as information on the state fair hearing process;• Maintain a call log that contains the name of the client, date of the request and initial disposition of the request;• Conduct periodic test calls, using approved 24/7 Access Line test call scripts, during business hours and after-hours;• Utilize test call findings to identify education/training needs, provide positive reinforcement as appropriate, and assess the quality of assistance provided;• Record all test calls completed and submit a test call report to DHCS on a quarterly basis;• Maintain a current log of all grievances and appeals, including disposition and Department/contract agency, and• Complete an annual grievance and appeal report and submit to DHCS.
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Related Policy or Procedure	<p>DBH Standard Practice Manual and Departmental Forms:</p> <ul style="list-style-type: none">• Satisfying Client Language Needs Policy (CUL1004)• Providing Translation Services Procedure (CUL1011)• Providing Interpretation Services Procedure (CUL1012)• Providing Written Communication in Threshold/Primary Languages for Consumers/Family Members Procedure (CUL1013)• 24/7 Access Line Requirements Procedure (QM6043-1)
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Reference(s)	<ul style="list-style-type: none">• California Code of Regulations, Title 9, Chapter 11, §1810.405(d) and 1810.4109(e)(1)• California Department of Health Care Services (DHCS) Revenue Agreement- Provisions of Specialty Mental Health Services California DHCS Revenue Agreement for Substance Use Disorder Drug Medi-Cal Organized Delivery System (DMC-ODS).
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