

Wellness & Recovery FAQs: Accessing Care

What is the process for someone to receive a connection to a treatment provider?

Step 1: Have Client call Beacon for a screening: (855) 765-9703

Alternatively: Contracted provider can screen client, with approved screening tool, and refer to a level of care.

Alternatively: An approved Direct Provider Clinician, through the county, can assess for a level of care and connect client to a treatment provider.

Step 2: Client is connected to a treatment provider and the provider will schedule an intake. The provider will complete a full assessment based on the ASAM criteria. If client is assessed at a different level of care than what is provided at that facility, the facility will connect client to other treatment provider using care coordination contact list, provided by PHC.

Step 3: Client enters treatment at provider

Step 4: When client has completed treatment at level of care, the facility (treatment provider) will connect the client to the next appropriate level of care, using the care coordination contact list provided by PHC. At this point in the process, it is not necessary for the client to go back through Beacon for another screening.

When someone calls Beacon, what happens?

The Beacon screener will ask their name and see if they're enrolled in Medi-Cal in one of the seven participating counties.

The Beacon screener will use their screening tool to assess their level of SUD treatment need.

The Beacon screener will provide the client with the address and phone number of the most appropriate available SUD provider to meet their need.

The Beacon screener will connect the client with the provider via a conference call so the provider can schedule an intake.

Who arranges for transportation if this is something the client needs?

The provider will need to call MTM for non-medical transportation (888) 828-1254 or give that information to the client so they can contact MTM.

What if the person needs both MH and SUD? Will the person be treated for both?

Beacon can link our members with mental health and/or substance use services.

If someone is in crisis for SUD and does not have a provider, who do they call?

If they are in a clinical crisis they should go to the emergency room. Not sure how to answer otherwise.

If someone needs SUD but doesn't have Medi-Cal, do they have to apply for Medi-Cal first?

If the individual is not eligible for Medi-Cal, they can still serve the individual without getting a contract with the county. The program should reach out to the County and get WRITTEN authorization to serve this individual. At the end of the month, the provider will invoice PHC (the process is still in development.) PHC will pay the provider and get reimbursement from the county. If the individual subsequently obtains Medi-Cal, the provider will need to credit PHC for those services then submit a claim through Online Services.

The Beacon line is manned 24/7, but what is the actual turn-around time from the time the referral is created to entering treatment?

Beacon will attempt to connect the screened individual and provider. The provider then schedules an intake appointment. The time from referral to entering treatment is based on the date the provider schedules the intake. We ask that it be no more than 10 business days from the date of referral.

Does the provider need to forward the completed assessment anywhere once we have done it and determined the client's level of care?

The full assessment will be held in the client's medical record. PHC will know what level of care you assessed because you will submit a CalOMS admission for that level of care. This will be matched to information received from Beacon about the screened level of care. If the provider's assessment determines that a different level of care is appropriate than the level of care the beneficiary was screened for, then the provider needs to document the reason for the discrepancy and that information will be requested from the provider at the end of the month.

For those wanting to come directly to our residential program, can we go directly to the full multidimensional assessment rather than use a screening tool? If so, can the assessment "travel" with the client to whatever LOC they go to?

The LOC screening needs to happen first to determine the appropriate LOC, regardless of what LOC the individual may be asking for. If you have both residential and OP you can send the assessment with them if you get that far in the process and need to transition them.

Can I use the ASI as my assessment tool?

No. An ASAM screening needs to be used.

What happens if Beacon connects a member to a level of care but member doesn't want to go to it, or doesn't agree it's needed? (ie. wants outpatient but referred to residential, or vice versa)

The program who receives the referral, can case manage that client to a different level of care. Alternatively, the client can make these requests directly to Beacon.

Does everyone with PHC have access to SUD services?

Yes, every member of PHC has access to the benefit. Also, if the member has state Medi-Cal in one of the regional model counties, they are eligible as well.