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 a.m. to 6 p.m.**
  • 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
Additional Access Points

- DMC-ODS Providers
- County Mental Health Intake Counselors
- Collaborative Court Evaluations
- AB 109 Screeners
- Medically Monitored High Intensity WM Screening
System of Care: Providers
Levels 1.0 Outpatient and 2.1 Intensive Outpatient

• 10 Providers

• 16 Sites

• 4 County-operated adult SUD programs for adult Medi-Cal beneficiaries and uninsured clients
  • Perinatal services available at these locations
  • DUI/Drug Court Programs available at these locations and 1 additional location

• 5 Contracted SUD programs for Medi-Cal beneficiaries with 11 locations
  • 2 providers (6 locations) serve adults and adolescents
Case Management

• Case Management is done by DMC-ODS via centralized teams or integrated into DMC certified contract or County programs or both

• Currently integrated into DMC certified programs
  • Provided by the client’s individual counselor
  • Also provided by County Intake Counselors (ICs)

• In-Custody SUD Treatment Program – work with clients prior to being released from jail for continuity of care within the community

• SUD Peer Mentoring Program – focus on system navigation, referral and linkage to supportive services, and community reintegration
• 10 Providers for Recovery Services

• Our Recovery Services model is used as a step-down, or a long-term recovery model, in our system of care and is integrated into our providers

• Offered to clients who have completed a treatment program

• Services include:
  • Outpatient counseling
  • Recovery monitoring
  • Substance abuse assistance
  • Education and job skills
  • Family support
  • Support groups
  • Ancillary services
Level 3.2 Withdrawal Management

- 2 Providers for 3.2 Social Model WM
- 2 Sites
- 30 Beds
- Services are provided as a stand alone treatment center
- Treatment is billed by the day
NTP/OTP Programs

• 3 In-county Providers for NTP services

• 5 In-county NTP sites

• 2,450 Slots

• 0 Out-of-county NTP sites

• All NTPs are billing for non-methadone required medications

• Have added sites in Costa Mesa and Mission Viejo this year to cover the entire County
Non-NTP-Based MAT Programs

- 1 Provider for non-NTP-based MAT
- 3 Non-NTP-based MAT sites
- Vivitrol only
- Provided in one of our outpatient programs, which has 3 sites
- Close relationships with FQHCs that provide this service for Vivitrol, Suboxone, and oral Naltrexone
- Working to develop more office-based opioid treatment next year
Level 3.1 Residential

- 11 Providers
- 11 Sites
- Up to 283 bed capacity
- Increased bed capacity for FY19/20 for adults
- 2 Adolescent residential providers closed their facilities during FY19/20
  - 1 out-of-network 3.1 provider treating Orange County adolescents through Letter of Agreement
Level 3.5 Residential

- 4 Providers
- 5 Sites
- Up to 207 bed capacity
- Increased bed capacity for FY19/20 for adults
- 1 adolescent residential provider closed their facility during FY19/20
  - 1 out-of-network 3.5 provider treating Orange County adolescents through Letter of Agreement
Level 3.7 Withdrawal Management

- 1 Providers
- 2 Sites
- Up to 70 bed capacity
- Seeking in-county Medical Detox provider (current providers are out-of-county)
Recovery Residences

• 6 Providers

• 10 Sites

• 24 Bed capacity for women with children

• 197 Bed capacity

• 1 Organization providing beds for women with children

• 1 Organization is for females only

• 4 Organizations are for males only
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
  - **Vivitrol Provider:**
    - Step House