



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 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 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

Recovery Services

- **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**