



# Lassen County Behavioral Health

## Specialty Mental Health Services

Medi-Cal Services  
for Children and Young Adults  
(under 21 years old)

### **EARLY AND PERIODIC SCREENING, DIAGNOSTIC, AND TREATMENT (EPSDT)**



#### **Main Office**

555 Hospital Lane, Susanville, CA 96130  
(530) 251-8108

#### **Toll-free 24-hour Access Line**

1-888-530-8688

#### **Office Hours**

8:00 am – 5:00 pm, Monday – Friday  
Excluding Holidays

## **Medi-Cal Services for Children and Young People Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) Mental Health Services**

This notice is for Medi-Cal children and young people who qualify for EPSDT services because they are under the age of 21 years.

This notice is also for caregivers or guardians of children and young people who may qualify for EPSDT services.

This notice explains that Medi-Cal mental health services called Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) are available from Lassen County Behavioral Health (LCBH).

### **What are Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) Mental Health Services?**

EPSDT services are Medi-Cal services that you can receive in addition to other Medi-Cal services.

EPSDT services improve medical and mental health problems that your doctor or provider finds, even if the problem will not go away entirely. These problems may include sadness, nervousness, or anger that makes your life difficult.

**You must be under the age of 21 years and have full-scope Medi-Cal to receive these services.**

### **What types of services are included in the EPSDT program?**

Some of the services that you can get from LCBH include:

- Individual, group, and family therapy
- Crisis counseling
- Case management
- Special day programs
- Medications for your mental health
- Services to treat alcohol and drug problems
- Therapeutic Behavioral Services (TBS)
- Intensive Care Coordination (ICC)
- Intensive Home-Based Services (IHBS)

You might be able to get these services in your home or in the community. In most cases, LCBH and your doctor or provider will decide if the services that you want are medically necessary.

**LCBH must approve your EPSDT services.**

### **What are Therapeutic Behavioral Services (TBS)?**

TBS is a type of specialty mental health service available to you if you have severe emotional problems; live in a mental health placement (or are at risk of placement); or were recently hospitalized for mental health problems (or are at risk of hospitalization), AND you are receiving other mental health services.

You may be able to get TBS if you have full-scope Medi-Cal, are under 21 years old, and meet other requirements. Call LCBH at 1-888-530-8688 for more information.

### **How can I get EPSDT services for myself (if I am under 21) or for my child?**

If you think you or your child needs EPSDT services, ask your doctor, provider, or social worker about EPSDT.

For children/youth in foster care, ask the child's court- appointed attorney.

You can also call LCBH at 1-888-530-8688 and ask for an assessment for services.

**Who decides whether or not I need EPSDT services, and where and when I can get it?**

LCBH decides if you need EPSDT services, including TBS. A LCBH staff person will meet with you, your family or caregiver/guardian, and others who are important in your life.

You will help us write a treatment plan for the mental health services that you need.

Determining if you need EPSDT services may take one or more face-to-face meetings with a LCBH staff person.

If LCBH decides that you need EPSDT services, LCBH will let you know.

## **What if LCBH doesn't approve EPSDT services, but I disagree?**

If LCBH does not approve EPSDT services, but you disagree, you can file an appeal with LCBH.

Call us at 1-888-530-8688 for information and help.

You may also call the county Patients' Rights Advocate at (530) 251-8322.

You may call the State Mental Health Ombudsman Office at 1888-452-8609; or by email:

[MMCDOmbudsmanOffice@dhcs.ca.gov](mailto:MMCDOmbudsmanOffice@dhcs.ca.gov).

After exhausting the one-level LCBH appeal process, you may ask for a state fair hearing by calling 1-800-952-5253; or TTY:

1-800-952-8349.

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### **English**

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1888-530-8688 (TTY: 711).

### **Español (Spanish)**

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-530-8688 (TTY: 711).

### **Tiếng Việt (Vietnamese)**

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-530-8688 (TTY: 711).

### **Tagalog (Tagalog–Filipino)**

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad.

Tumawag sa 1-888-530-8688 (TTY: 711).

### **한국어 (Korean)**

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를

무료로 이용하실 수 있습니다. 1-888-530-8688 (TTY: 711) 번으로 전화해 주십시오.

### **繁體中文 (Chinese)**

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。  
請致電 1-888-530-8688 (TTY: 711)。

### **Հայերեն (Armenian)**

ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության

ծառայություններ: Չանգահարեք 1-888-530-8688 (TTY: (հեռատիպ)՝ 711)

### **Русский (Russian)**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-530-8688 (телетайп: 711).

### **فارسی (Farsi)**

**توجه:** اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با (TTY: 711) 1-888-530-8688 تماس بگیرید.

### **日本語 (Japanese)**

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-888-530-8688 (TTY: 711) まで、お電話にてご連絡ください。

### **Hmoob (Hmong)**

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-888-530-8688 (TTY: 711).

### **ਪੰਜਾਬੀ (Punjabi)**

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-888-530-8688 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

### **العربية (Arabic)**

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك

بالمجان. اتصل برقم 1-888-530-8688 (رقم هاتف الصم والبكم: 711)

### **हिंदी (Hindi)**

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-888-530-8688 (TTY: 711) पर कॉल करें।

**ภาษาไทย (Thai)**

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-888-530-8688 (TTY: 711).

**ខ្មែរ (Cambodian)**

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសាដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 1-888-530-8688 (TTY: 711)។

**ພາສາລາວ (Lao)**

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າ ພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-888-530-8688 (TTY: 711).





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**Mental Health Services and  
Substance Use Disorder Treatment**

555 Hospital Lane  
Susanville, CA 96130  
Phone: (530) 251-8108

**Toll-Free 24-Hour Access Line**  
1-888-530-8688

**Office Hours**  
8:00 am-5:00 pm, Monday – Friday  
Excluding Holidays

**Office of Ombudsman**  
Hours of Operation: Monday through Friday, 8am to  
5pm PST; excluding holidays

**By Phone: (888) 452-8609**

Email: [MMCDOmbudsmanOffice@dhcs.ca.gov](mailto:MMCDOmbudsmanOffice@dhcs.ca.gov)

**National Suicide Prevention Lifeline**



## What is the Friendship Line?

**For older adults, please call the Friendship Line at  
1-800-971-0016**

Institute on Aging's 24-hour toll-free Friendship Line is the only accredited crisis line in the country for people aged 60 years and older, and adults living with disabilities. We also make on-going outreach calls to lonely older adults. While there are other organizations that respond to the needs of people who may be contemplating suicide, none provides the type of services that IOA's Friendship Line offers to respond to the public health problem of suicide among the elderly. Knowing that older people do not contact traditional suicide prevention centers on a regular basis even if they are considering suicide, we created the only program nationwide that reaches out to lonely, depressed, isolated, frail and/or suicidal older adults. Our trained volunteers specialize in offering a caring ear and having a friendly conversation with depressed older adults.