



San Francisco Community Behavioral Health Services
Mental Health Access Program

Behavioral Health Access Center
1380 Howard Street, 1st Floor
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(415) 255-3737 Phone
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San Francisco Mental Health Access Program

Origins

Under the directive of the State of California, The SF Dep't of Public Health's Community Behavioral Health Services program (CBHS) implemented the San Francisco Mental Health Plan (SFMHP) in April 1998. It is a managed care system, which provides authorization of mental health treatment for Medi-Cal and indigent clients of San Francisco who meet Medical Necessity. The SF Mental Health Access Program was created to administer this plan.

Mission

The mission of the SF Mental Health Access Program is to facilitate the linkage of eligible individuals seeking specialty mental health services with the appropriate community mental health resources.

Eligibility

Services are provided for residents of San Francisco who are enrolled in *SF MediCal*, the *SF Health Plan (Healthy Workers, Healthy Families, or Healthy Kids)*, *Healthy SF* or who are uninsured or have few resources for their mental health care needs. Services are provided on a sliding scale.

The Process

Those seeking mental health services simply call The Access Line at 415-255-3737.

After the admission staff registers a caller and confirms their eligibility, a licensed clinician completes an "Initial risk Assessment" and screens for Medical Necessity. They then provide triage and referral to community outpatient mental health programs offering emotional support, group therapy, case management, and medication management, or provide authorization and referral to licensed, private mental health providers within our network.

The Access team is committed to providing care that is community-based, culturally competent, and consumer-guided.

The Access Line

The Access Line operates 24 hours a day, 7 days a week.

All languages can be accommodated at the time of the call.

(415) 255-3737 (San Francisco),

(888) 246-3333 (Toll-free), or

(888) 484-7200 (TDD) Telecommunications Device for the Deaf

Network Provider's have a dedicated line... just press 1 for English, then 2 for Network Provider.

Full registration and clinical screenings are provided M-F between 8 am and 5 pm. Face-to-face screenings are provided upon request. After hours, the Access line provides information about the Access Program, begins the registration process, and can triage callers to crisis services or on-call clinical staff.



Certified Application Assistors' Mental Health Access Guide

All Healthy San Francisco members who have a need for Mental Health Services or have questions around fees for mental health services should call 415-255-3737.

Please let participants know that:

1. Out-patient mental services are not free. There is an additional annual point of service fee to receive any behavioral health treatment. This is determined through a payor financial interview (PFI) using a uniform method to determine a member's ability to pay (UMDAP) as outlined by the State of California. It is a sliding scale.
2. This annual point of service fee is separate from the annual participation fee they pay Healthy San Francisco.
3. The participant's annual Healthy San Francisco fee is credited to the mental health program's annual point of service fee. This means that if they have an annual \$200 HSF participation fee and their annual fee for mental health services is \$250, they would be required to pay the difference - \$50 - annually for their mental health services. It can be paid monthly, quarterly, or annually.

NOTE: Access receives many calls from misdirected or confused clients, perhaps due to the phone numbers displayed on their HSF cards. This is especially common among HSF's monolingual speakers. They call us for services we do not offer, or with general questions, e.g. "Where do I renew my HSF card?", "My ear aches, can I get an appointment for a doctor?", or "Can I change my HSF medical home?". Please ensure they understand how to get answers to their questions. Direct them to call the card's number under the heading "Questions", not "Behavioral Health and Substance Abuse Counseling".

San Francisco's Adult and Senior Mental Health OP Clinics

<u>Clinic Name</u>	<u>Address</u>	<u>Phone #</u>	<u>Intake Schedule</u>	<u>Languages</u>
BVHP MH	5815 3 rd St/Carroll	822-7500	Call to make an appointment	English only
CTNB Geriatric (60+)	729 Filbert St/Columbus Chinatown/NB)	352-2000	Drop-in hours: M-F 9:00am – 11:00am Call-in accepted 1:00pm – 3:00pm	Eng., Chinese, Viet., Cambodian, Liao
FSA Geriatric (60+)	1010 Gough/Ellis & Eddy (Western Addition)	474-7310	Drop-in hours: M-F 9:00am – 5:00pm Call-in accepted	Translator in 20 languages
FSA Geri-West (60+)	6221 Geary/26 th -27 th Ave (Richmond)	386-6600	Call to make an appointment	English, Chinese, Russian
Instituto Familiar de la Raza	2919 Mission St/25 th -26 th St (Mission)	229-0500	Call to make an appointment	English, Spanish
Mission MH	2712 Mission St/ 23 rd -24 th St (Mission)	401-2700	Drop-in only Drop-in hours: M-F 9:00am - 11:00am	English, Spanish
Older Adults (60+)	90 Van Ness/Fell (City Hall)	558-5900	Call to make an appointment	English, Spanish, Tagalog
OMI Family Center	1701 Ocean Ave/Faxon (near City College)	452-2200	Call for appt or drop-in M-F from 9-11 (except Weds 11-12)	English, Cantonese
RAMS MH	3626 Balboa/37 th -38 th Ave (Richmond)	668-5955	Call to make an appointment	Eng. Chin, Viet, Kor, Cambo, Jap, Rus.
SOMA MH	760 Harrison/3 rd -4 th St (SOMA)	836-1700	Drop-in only; Arrive early; They take the first 4 drop-ins Drop-in hours: M, T, Th, F 8:30am - 10:30am (W at 1:00pm)	English, Spanish, Cantonese, Filipino
Southeast Mission MH Geriatric	3905 Mission/College (Excelsior/Bernal Heights)	337-2400	Drop-in any day - 8:30 to 5	English, Spanish
Sunset MH	1990 41 st Ave/Pacheco (Sunset)	753-7400	Drop-in hours: M-F 8:30am - 5:00pm Call-in accepted	English, Chinese, Korean, Spanish, Russian
Tenderloin MH	134 Golden Gate Ave/ Leavenworth & Jones (Tenderloin)	673-5700	Client must drop-in to make an appointment Hours of operation: M, W, Th, F 9:00am – 5:00pm T 9:00am – 2:00pm	English, Spanish, Arabic
UC AIDS/HIV Health Project	1930 Market/Laguna & Guerrero (Castro)	476-3902	Drop-in hours: M-F 9:00 - 11:00am Call-in accepted	English, Spanish
UCSF Center on Deafness	3333 California St, Suite 10 (near Laurel)	476-4980	Call or Drop-in hours: (TDD Line is 476-7600) M 1:00pm – 4:00pm W 9:00am – 12:00pm	English, American Sign Language, Video, TTY and TDD.
Westside Crisis (Eval & Med's Clinic)	245 11 th St/Howard & Folsom (Westside OP MH Clinic x6)	355-0311 x5	Drop-in only - Drop-in hours: M-F 8:00am; Sat. 9:00am Arrive early/first thing in the morning to be seen then for a medication evaluation or to get an appt for later that day.	English, Spanish

San Francisco Children's Mental Health Clinics

Children's Clinic Name	Address	Phone #	Intake Schedule	Languages
AB3632 Office*	755 South Van Ness/ 18 th - 19 th	642-4522	Must be referred by a school*	Spanish
Bayview Hunters Point MH	5815 3 rd St/Carroll (BVHP)	822-7500	Call to make an appointment	English
CASARC (sexual abuse)	995 Potrero/22 nd St (SFGH)	206-8386	Call to make an appointment	Spanish, Japanese
Chinatown Child Dev. Ctr	720 Sac/Kearny (Chinatown)	392-4453	Drop-in hours: M-F 8:30am-5:00pm or call.	Cantonese, Vietnamese, Cambodian
Chinatown North Beach MH (14+)	729 Filbert St/Columbus (Chinatown/NB)	352-2000	Drop-in hours: M-F 9:00am - 11:00am Call-in accepted 1:00pm - 3:00pm	Chinese, Vietnamese, Cambodian, Liao
Edgewood (Problem Behaviors)	1801 Vicente/ 29 th St (Sunset)	682-3229	Call. They can drop in to school and home.	Spanish
Foster Care Mental Health*	3801 3 rd St. Suite 400/Evans	970-3875	They only serve SF's youth in foster care.	Spanish, Chinese, Tagalog
FSA Full Circle (Flex hours)	1010 Gough/Ellis & Eddy (Western Addition)	474-7310	Drop-in hours: M-F 9:00am - 5:00pm Call-in accepted	Translator in 20 languages
Hyperactivity, Attention, & Learning Program (UC)	401 Parnassus Ave/3 rd Ave (UCSF)	476-7156	Business hours: M-F 8:00am - 5:00pm Call to make an appointment/learn more.	English
Huckleberry (Teens)	555 Cole St/Haight (Haight)	386-9398	Call or Drop-in: Thurs 2:00pm - 5:00pm	Chinese, Spanish
Instituto Familiar de la Raza	2919 Mission St/26 th St	229-0500	Call to make an appointment	Spanish
Langley Porter (UCSF)	401 Parnassus Ave/3 rd Ave (UC)	476-7500	Business hours: Call 8:00am - 5:00pm	English
Mission Family Center	759 South Van Ness/ Eddy St (Mission)	642-4550	Drop-in to make an appointment for the day Drop-in: M-F 8:30am - 5:30pm. Calls ok.	Spanish
OMI	1701 Ocean Ave/Faxon (City C)	452-2200	Call or drop-in 9-10 m-f except Wed (at 10)	English, Cantonese
RAMS	3626 Balboa/37 th -38 th Ave (Richmond)	668-5955	Call to make an appointment	Chin, Viet, Korean, Cambodian, Japanese, Russian.
Royal, Building Youth to Lead	2675 Folsom/23 rd (Mission)	643-7117	Call for Appointment - Very Flexible	Tagalog
SFGH Child/Adolescence (and Trauma)	1001 Potrero Ave/22 nd -23 rd St Building 6 (SFGH)	206-4444	Must be referred by a clinic or ACCESS	Spanish
SFGH/Infant-Parent Program (ages 0-3)	2550 23 rd St/Potrero & Utah Building 9, Room 130 (SFGH)	206-5270	Must be referred by a clinic or ACCESS Call to learn more.	Spanish, Cantonese, Mandarin
Southeast Child and Family	1525 Silver Av/San Bruno (BV)	657-1700	Call to make an appointment	Spanish, Chinese
Sunset Mental Health	1990 41 st Ave/Pacheco, (Sunset)	753-7400	Call or Drop-in: M-F 8:30am - 5:00pm	Chinese, Korean, Spanish, Russian
Westside Integrated Child & Family (& Ajani House*)	1140 Oak St/Divisadero (Haight)	431-8252	Must be referred by a clinic or ACCESS. Call to learn more.	Variety of languages. Ajani's focus is African American Culture/Traditions*