



We heal and inspire the human spirit.

To: Medi-Cal PCPs

From: IEHP - BH

Date: December 4, 2025

Subject: SB 1019: Improving Access to Non-Specialty Mental Health Services (NSMHS)

Under Medi-Cal, many covered mental health services remain underutilized each year, particularly Non-Specialty Mental Health Services (NSMHS). This trend has worsened since the COVID-19 Public Health Emergency, highlighting the need for stronger outreach and education.

What is SB 1019?

Senate Bill 1019 was enacted to address these gaps by requiring Plans, like IEHP, to:

- Conduct annual outreach and education to both members and PCPs about covered NSMHS.
- Ensuring all outreach is culturally and linguistically appropriate, incorporating best practices in stigma reduction.
- Align with CalAIM's No Wrong Door Policy, which ensures members can access mental health services regardless of where they first seek care.

PCP Focus - PCPs play a key role in ensuring smooth transitions between systems

As part of SB 1019 implementation, IEHP is responsible for supporting PCPs in the following ways:

- **Mental Health Screenings:** PCPs are expected to screen members for mental health needs during routine visits. Find screening tools on our website: [ProviderServices.org > Resources > Resources for Providers > SABIRT](https://www.provider-services.org/resources/resources-for-providers/sabirt)
- **Follow-Up Care:**
 - If the member's needs fall within the PCP's scope of practice, the PCP may provide treatment directly.
 - If the member's needs exceed the PCP's scope, connect the member to the appropriate level of care; either IEHP network providers or the Specialty Mental Health plans (County level of care), based on the higher level of care need determined by the provider.
- **No Wrong Door Policy:** Members must be connected to timely care, whether through IEHP directly, a PCP, or the county mental health plan.

IEHP's Commitment to Outreach

In alignment with SB 1019, IEHP will:

- Conduct annual outreach campaigns to educate members and providers about their right to timely mental health services.
- Provide culturally and linguistically relevant materials to help members understand how to find a provider and navigate the mental health system.

- Incorporate feedback from stakeholders, including PCPs and Tribal Care Providers, into the final outreach and education plan.
- We will conduct comprehensive annual training sessions addressing the topics mentioned and tailored to PCPs. Providers will have opportunities to participate in our PCP webinars in 2026 and attest to having completed the annual training requirements.

Partnering for Impact

With your continued partnership, we can increase awareness, reduce stigma, and improve access to essential mental health services for our members. Together, we can help meet the goals of SB 1019 and CalAIM by ensuring that no member is left without a path to care.

If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org

All IEHP communications can be found at: www.providerservices.iehp.org > News and Updates > Notices