



We heal and inspire the human spirit.

To: All PCPs & BH Providers
From: IEHP – Behavioral Health/Care Management (BH/CM)
Date: May 5, 2023
Subject: **NEW – Behavioral Health Transition of Care Tool Requirement**

Effective January 1, 2023, IEHP and DHCS now require Behavioral Health Providers to use the standardized, state-wide screening **Transition of Care Tool** for Members to ensure they receive timely coordinated care when:

1. Member’s existing BH services need to be transitioned to the other delivery system **or**
2. Services need to be added to Member’s existing mental health treatment from the other delivery system.

When treating a Member in either of these scenarios, please complete the Coordination of Care Form, attach the PDF of the [Transition of Care Tool for Medi-Cal Mental Health Services](#) and submit via the Provider Portal.

The form can also be found at: iehp.org > Providers > Forms > BH

And on the Provider Portal under the Behavioral Health _ Coordination of Care Tab

The screenshot shows the Provider Portal interface. On the left is a sidebar with a 'Behavioral Health' dropdown menu. Under this menu, 'Referral Request Form' is highlighted in blue, 'Claims Submission' is in light blue, 'Coordination of Care Treatment Plan' is highlighted in orange, and 'Referrals', 'Finance', and 'Clinical Resources and Tools' are in dark blue. The main content area is titled 'Request Information' and contains several input fields: 'IEHP ID' (with a placeholder 'Enter IEHP ID, SSN, or CIN'), 'Referral Number', 'Requesting Provider', 'Request For Additional Services' (a dropdown menu set to 'Select One'), and 'Next Scheduled Visit Date (if applicable)' (with a date picker set to 'MM/DD/YYYY'). A 'Continue' button is at the bottom of the form. Below the form, there are two links: 'BH Training Guide (PDF)' and 'Transition of Care Tool (PDF)'. A red arrow points from the 'Transition of Care Tool (PDF)' link to the right.

As a reminder, IEHP is responsible for non-specialty mental health services (NSMHS) to Members, who are:

1. 21 years of age and older with mild to moderate distress, or mild to moderate impairment of mental, emotional, or behavioral functioning resulting from mental health disorders, as defined in the current Diagnostic and Statistical Manual of Mental Disorders;
2. Under the age of 21, to the extent they are eligible for services through the Early and Periodic Screening, Diagnostic and Treatment (EPSDT) benefit, regardless of the level of distress or impairment, or the presence of a diagnosis.

3. Under the age of 21, with specified risks or with persistent mental health symptoms in the absence of a mental health disorder, are subject to psychotherapy.

4. Of any age with potential mental health disorders not yet diagnosed. B. County MHPs are responsible for providing medically necessary behavioral health services to children and SMHS to adults (ages 21 and older) who meet access criteria for SMHS.

★ Behavioral health conditions beyond the PCP's scope of practice require treatment by a BH Provider. Members can be directly referred to a BH Provider for an initial assessment **without prior authorization**. IEHP covers the cost of an initial mental health assessment completed by an out-of-network provider only if there are no in-network providers that can complete the necessary service within the applicable timely and access requirements. IEHP's Behavioral Health and Care Management (BH & CM) Department can assist in the referral process for all Members,

If Members are exhibiting severe symptoms which impair their activities of daily living (and NOT currently in treatment with a BH Provider), Providers can advise Members to contact their respective County BH Call Centers

1. **Riverside County Residents**: CARES Line - (800) 499-3008

2. **San Bernardino County Residents**: San Bernardino County Access Unit - (888) 743-1478

3. **IEHP Behavioral Health & Care Management Department**: Monday-Friday 8:00am-5:00pm

Provider Line: (909) 890-2054

Member Line: (800) 440-4347

Fax Number: (909) 890-5763

As a reminder, all communications sent by IEHP can also be found at: www.iehp.org > Providers > Plan Updates > Correspondence