



Healthy San Diego

CalAIM Enhanced Care Management (ECM) / Community Supports (CS)



Health Plan	Member Services/ Transportation	Health Plan Case Management/ECM/CS	Health Plan Contracting Contact	Health Plan Primary Liaison
Blue Shield CA Promise Health Plan	1-855-699-5557 Blueshieldca.com	Jennifer Miyamoto Echeverria 562-613-5457 jennifer.miyamotoecheverria@blueshieldca.com	Raine Arndt-Couch Raine.ardnt-couch@blueshieldca.com	Kim Fritz 619-528-4817 Kimberly.fritz@blueshieldca.com
Community Health Group	1-800-224-7766 Chgsd.com	Omar Rodriguez 619-240-8858 omrod@chgsd.com	Salim French 619-498-6451 sfrench@chgsd.com	Tania Mendoza Lopez 619-271-1972 tlopez@chgsd.com
Kaiser Permanente	1-800-464-4000 Kaiser permanente.org	Complex Case Management 866-551-9619 RegCareCoordMgmt@kp.org	Jalynne Figueroa 626-344-6407 jalynne.k.figueroa@kp.org	Vanessa Davis 510-507-2711 Vanessa.W.Davis@kp.org
Molina Healthcare	1-888-665-4621 Molinahealthcare.com	Deborah Bowyer (ECM) 916-832-4868 deborah.bowyer@molinahealthcare.com Claudia Velasquez (CS) 858-477-9054 claudia.velasquez@molinahealthcare.com	Jeremy Encarnacion-Morrison 858-614-1582 Jeremy.Encarnacion-Morrison@molinahealthcare.com	Lily Wang 858-974-1737 Lily.Wang@MolinaHealthcare.com
<u>County of San Diego HHS</u> County of San Diego HHSA Chief Medical Officer: Jennifer Tuteur, M.D. 619-380-8578 Jennifer.Tuteur@sdcounty.ca.gov		<u>County of San Diego Behavioral Health Services</u> CalAIM ECM/CS: Tabatha Lang 619-957-4708 Tabatha.Lang@sdcounty.ca.gov		<u>San Diego County Sheriff's Office</u> CalAIM JI: Patricia Ceballos 619-258-3008 Patricia.Ceballos@sdsheriff.org Bridget Wright 619-258-3398 Bridget.Wright@sdsheriff.org Rebecca Cardenas 619-268-9311 Rebecca.Cardenas@sdsheriff.org
<u>County of San Diego HHS</u> County of San Diego HHSA: Heather Summers 619-992-1105 Heather.Summers@sdcounty.ca.gov		<u>HHS Behavioral Health Services Transitional Rent CS:</u> Brenda Sarabia Brenda.Sarabia@sdcounty.ca.gov		<u>San Diego County Probation Department CalAIM JI:</u> Michael Kelley 858-298-6284 Michael.Kelley@sdcounty.ca.gov Betty Lemos-Arellano 858-437-1206 Betty.Lemos-Arellano@sdcounty.ca.gov



Additional Resources/Information

Legal Aid Society of San Diego SSI Advocacy Program (877) 534-2524

The Legal Aid Society of San Diego SSI Advocacy Program assists consumers filing for SSI and Social Security Disability Insurance benefits. They represent consumers through the entire application process including the initial application, reconsideration, administrative hearing, and appeal of unfavorable hearing decisions. They assist those who have a behavioral health condition or who are receiving General Relief benefits. All services are completely FREE. (For information call (877) 534-2524).

Consumer Center for Health Education & Advocacy (877) 734-3258

The Consumer Center for Health Education & Advocacy (“Consumer Center”) helps consumers understand how to use physical and behavioral health services. Consumers that have problems accessing necessary care may contact the plan’s customer service department, or the County Behavioral Health Access line (see number above). If a plan member feels his/her needs are not being met, the Consumer Center works to identify barriers and resolve problems

San Diego County Aging & Independence Services (800) 339-4661

The AIS call center is a gateway for up-to-date information about resources and assistance for older adults, people with disabilities, and their family members.

Jewish Family Service Patient Advocacy Program (800) 479-2233

Patient Advocates provide support and a voice for San Diegans who are receiving (or have received) behavioral health services at any inpatient psychiatric unit, crisis house, licensed residential treatment facility, licensed board and care, skilled nursing facility, and substance use disorder treatment facility.

San Diego County Access & Crisis Line (877) 724-7240

Medi-Cal Managed Care Plans cover outpatient treatment for mild to moderate mental health conditions. Medi-Cal beneficiaries with serious mental health conditions are covered by the County Mental Health Plan. For Specialty Mental Health Services covered by the County Mental Health Plan call the San Diego County Access & Crisis Line.

HHSA Behavioral Health Services Clinical Consultation

Case Consultations for Medi-Cal beneficiaries who are receiving Specialty Mental Health Services covered by the County Mental Health Plan are available by calling the County Mental Health Plan Clinical Directors Office at (619) 692-8379.

Health Insurance Counseling and Advocacy Program (HICAP) (858) 565-8772

HICAP provides no-cost counseling services regarding Medicare coverage. Advocates can help with Medicare enrollment, Low Income Help, Prescription Drugs, Billing, Claims and Appeals.



- **Medi-Cal Managed Care Plans cover transportation to all Medi-Cal Covered Services including services that are contractually carved out such as Specialty Mental Health, Substance Use Treatment and Denti-Cal.**
- **Pharmacy benefits for all Medi-Cal Managed Care Plan members are covered by the States Medi-Cal Rx. Program. (800) 977-2273**
- **(7-1-22) Medi-Cal Managed Care Plans ECM and CS providers can be found on their website listed on the reverse side.**
- **Medi-Cal Managed Care members, providers and stakeholders can access ECM and CS by calling the health plans Member Services Department (listed on other side) and/or discussing with the members primary care provider.**