

ATTACHMENT B

TBS NOTICE
ENGLISH VERSION

Medi-Cal Services for Children and Young People THERAPEUTIC BEHAVIORAL SERVICES

This notice is for children and young people, under 21 years of age, who have full-scope Medi-Cal. This notice is also for the families, caregivers or guardians of those children and young people.

A Medi-Cal mental health service called Therapeutic Behavioral Services (TBS) is available from county mental health departments. This notice gives you information about TBS. You may also get information about TBS from your county mental health department by calling one of the toll-free numbers listed at the end of this notice.

What are Therapeutic Behavioral Services (TBS)?

TBS is a type of mental health service available to you if you have serious emotional problems. You must be under 21 and have full-scope Medi-Cal to get TBS.

- If you are living at home, the TBS staff person can work one-to-one with you to reduce severe behavior problems to try to keep you from needing to go to a higher level of care, such as a group home for children and young people with very serious emotional problems.
- If you are living in a group home for children and young people with very serious emotional problems, a TBS staff person can work with you so you may be able to move to a lower level of care, such as a foster home or back home.

The rest of this notice will answer your questions about ways TBS can help you.

TBS will help you and your family, caregiver or guardian learn new ways of controlling problem behavior and ways of increasing the kinds of behavior that will allow you to be successful. You, the TBS staff person, and your family, caregiver or guardian will work together very intensively for a short period of time, until you no longer need TBS. You will have a TBS Plan that will say what you, your family, caregiver or guardian, and the TBS staff person will do during TBS, and when and where TBS will occur. The TBS staff person can work with you in most places where you are likely to need help with your problem behavior. This includes your home, foster home, group home, school, day treatment program and other areas in the community.

Who can get TBS?

You may be able to get TBS if you have full scope Medi-Cal, are under 21 years old AND

- Have serious emotional problems AND
- Live in a group home for children and young people with very serious emotional problems. [These group homes are sometimes called Rate Classification Level (RCL) 12, 13 or 14 group homes]; OR
- Live in a state mental health hospital, a nursing facility that specializes in mental health treatment or Mental Health Rehabilitation Center (these places are also called institutions for mental diseases or IMDs); OR
- Are at risk of having to live in a group home (RCL 12, 13 or 14), a mental health hospital or IMD; OR
- Have been hospitalized, within the last 2 years, for emergency mental health problems.

Are there other things that must happen for me to get TBS?

Yes. You must be getting other mental health services. TBS adds to other mental health services. It doesn't take the place of them. Since TBS is short term, other mental health services may be needed to keep problems from coming back or getting worse after TBS has ended.

TBS is not provided if the reason it is needed is:

- Only to help you follow a court order about probation
- Only to protect your physical safety or the safety of other people
- Only to make things easier for your family, caregiver, guardian or teachers
- Only to help with behaviors that are not part of your mental health problems

You cannot get TBS while you are in a mental health hospital, an IMD, or locked juvenile justice setting, such as a juvenile hall. If you are in a mental health hospital or an IMD, though, you may be able to leave the mental hospital or IMD sooner, because TBS can be added to other mental health services to help you stay in a lower level of care (home, a foster home or a group home).

How do I get TBS?

If you think you may need TBS, ask your psychiatrist, therapist or case manager, if you already have one, to contact the county mental health department and request services. A family member, caregiver, guardian, doctor, psychologist,

counselor or social worker may call and ask for information about TBS or other mental health services for you. You may also call the county mental health department and ask about TBS. The county mental health departments' toll-free numbers are listed at the end of this notice.

Who decides whether or not I need TBS and where and when I can get it?

The county mental health department decides if you need mental health services, including TBS. Usually a county mental health department staff person will talk with you, your family, caregiver or guardian, and others who are important in your life and will make a Plan for all the mental health services you need, including a TBS Plan if TBS is needed. This may take one or two meetings face-to-face, sometimes more. If you need TBS, someone will be assigned as your TBS staff person.

What is in my TBS Plan?

Your TBS Plan will spell out the problem behaviors that need to change and what the TBS staff person, you and sometimes your family, caregiver or guardian will do when TBS happens. The TBS Plan will say how many hours a day and the number of days a week the TBS staff person will work with you and your family, caregiver or guardian. The hours in the TBS Plan may be during the day, early morning, evening or night. The days in the TBS Plan may be on weekends as well as weekdays. The TBS plan will say how long you will receive TBS. The TBS Plan will be reviewed regularly. TBS may go on for a longer period of time, if the review shows you are making progress but need more time.

What if the county mental health department doesn't approve TBS, but you, your family or caregivers disagree?

You can file a grievance with the county mental health department if the county mental health department doesn't approve TBS, but you, your family, caregiver or guardian disagree. Call the county mental health department's toll free number to talk to a grievance coordinator for information and help. The toll-free numbers are listed at the end of this notice. You may also call the county patient's rights advocate or the State Mental Health Ombudsman Office at 1-800-896-4042 or TTY 1-800-896-2512.

You and your family or caregivers can ask for a State Hearing instead of filing a grievance or at the same time you file a grievance with the county mental health department. Call 1-800-952-5253, send a fax to 916-229-4110, or write to the State Department of Social Services/State Hearings Division, P.O. Box 944243, Mail Station 19-37, Sacramento CA 94244-2430. You must ask for a State Hearing within 90 days after you learn that your request to the county mental health department for TBS was denied. Protection & Advocacy, Inc. is also available to assist with complaints, appeals, and grievances at 1-800-776-5746 or www.pai-ca.org.

COUNTY MENTAL HEALTH DEPARTMENTS—Toll-Free Numbers

Note: For Yuba County: See Sutter -Yuba Bi-County . For Sierra County: See Placer County

| | | | |
|--|--|---|---|
| Alameda County 1-800-491-9099 | Kern County 1-800-991-5272 | Nevada County 1-888-801-1437 | Santa Clara County 1-800-704-0900 |
| Alpine County 1-800-486-2163 | Kings County 1-800-655-2553 | Orange County 1-800-723-8641 | Santa Cruz County 1-800-952-2335 |
| Amador County 1-888-310-6555 | Lake County 1-800-900-2075 | Placer County (Also serves Sierra County): 1-888-886-5401 | Shasta County 1-888-385-5201 |
| Butte County 1-800-334-6622 | Lassen County 1-888-289-5004 | Plumas County 1-800-757-7898 | Siskiyou County 1-800-842-8979 |
| Calaveras County 1-800-499-3030 | Los Angeles County 1-800-854-7771 | Riverside County 1-800-706-7500 | Solano County 1-800-547-0495 |
| Colusa County Business hours: 1-888-793-6580 After hours: 1-800-700-3577 | Madera County 1-888-275-9779 | Sacramento County 1-888-881-4881 | Sonoma County 1-800-870-8786 |
| Contra Costa County 1-888-678-7277 | Marin County 1-888-818-1115 | San Benito County 1-888-636-4020 | Stanislaus County 1-888-376-6246 |
| Del Norte County 1-888-446-4408 | Mariposa County. 1-800-549-6741 | San Bernardino County 1-888-743-1478 | Sutter-Yuba Bi-County 1-888-923-3800 |
| El Dorado County 1-800-929-1955 | Mendocino County 1-800-575-4357 | San Diego County 1-800-479-3339 | Tehama County 1-800-240-3208 |
| Fresno County 1-800-654-3937 | Merced County 1-888-334-0163 | San Francisco County 1-888-246-3333 | Trinity County 1-888-624-5820 |
| Glenn County Business hours: 1-800-500-6582 After hours: 1-888-624-5820 | Modoc County 1-888-700-3577 | San Joaquin County 1-888-468-9370 | Tulare County 1-800-320-1616 |
| Humboldt County 1-888-849-5728 | Mono County Business hours: 1-800-687-1101 After hours: 1-800-700-3577 | San Luis Obispo County 1-800-838-1381 | Tuolumne County 1-800-630-1130 |
| Imperial County 1-800-817-5292 | Monterey County 1-888-258-6029 | San Mateo County 1-800- 686-0101 | Ventura County 1-800-671-0887 |
| Inyo County 1-800-841-5011 | Napa County 1-800-648-8650 | Santa Barbara County 1-888-868-1649 | Yolo County 1-888-965-6647 |