If you are a Contra Costa County Medi-Cal beneficiary and if you think you or a family member needs substance use services, call the Access Line at 1-800-846-1652 (toll free). The Behavioral Health Access Line will conduct a screening and referral to a DMH-ODS Plan provider who will perform an assessment to determine medical necessity based on the American Society of Addiction Medicine (ASAM) criteria. If necessary, the Access Line provides authorization for residential treatment.

To request ancillary aids and services, including obtaining materials in alternative formats, at no cost, please contact the Behavioral Health Access Line at 1-800-846-1652 (toll free). For those who are hearing/speech impaired, call the California Relay Service (CRS) at 711 (TT/TTD).

Services may be delivered by an individual provider, or a team of providers, who is working under the direction of a licensed practitioner operating within their scope of practice. Only licensed, waived, or registered mental health providers and licensed substance use disorder services providers are listed on the Plan’s provider directory.