

# Behavioral Health Frequently Asked Questions

## 1. What are examples of behavioral health (also known as mental health) conditions?

- Anxiety disorders
- Depressive disorders
- Bipolar disorders
- Post-traumatic stress disorder (PTSD)
- Schizophrenia
- Eating disorders
- Neurodevelopmental disorders

## 2. What behavioral services does CalOptima Health provide?

Behavioral health services may include:

- Talk therapy
- Psychiatrist appointments for medicine management

## 3. Are mental health issues common?

Mental health issues are more common than you may think. Many people deal with mental health issues every day. They affect each person in their own way, so treatment for mental health that works for one person may not work for another. Your emotions, thoughts and mood affect your daily routines, relationships with others and how you take care of other medical conditions you may have.



## 4. Are mental health conditions something to be ashamed of?

No, absolutely not. Mental health conditions are just like other health conditions like high blood pressure or diabetes that need to be checked and maintained.

## 5. Do I need an authorization or referral?

Outpatient talk therapy and medicine management are services that do not need a referral. Some services like psychological testing do require prior authorization.

## 6. What number can I call for access to behavioral health services?

The CalOptima Health Behavioral Health Line is **1-855-877-3885 (TTY 711)**. We are available **24 hours, 7 days a week**. Telehealth appointments are also available by calling TeleMed2U toll-free at **1-844-585-9210**.

## 7. What can I expect during my call to the CalOptima Health Behavioral Health Line?

- A. A representative will ask you a few questions about your behavioral health status to find the best services for you.
- B. You will receive provider options to help you. You can also look up providers on our CalOptima Health website [www.caloptima.org](http://www.caloptima.org)

## 8. What can I expect during my first appointment with my behavioral health provider?

Your first appointment may be different from your future visits. You will meet the behavioral health provider and may be asked to complete paperwork.

## 9. What if I don't like my provider?

You have the choice to change providers at any time.



## 10. How often do I need to see my behavioral health provider?

You and your provider will decide what type of schedule is best for you.

## 11. How long will my treatment last?

It takes time to find the right treatment that works best for each person. Be patient with the treatment and the recovery process. Your behavioral health provider will work with you to create your treatment plan.

## Helpful Tips

Treating mental health is just as important as treating your physical health. Remember to:

- Talk openly with the behavioral health provider about your symptoms.
- Find support from friends and family.
- Avoid drug use.
- Limit drinks with alcohol.
- Exercise.
- Eat healthy.
- Get involved in things you enjoy like hobbies or volunteer work.



If you have any questions, call the CalOptima Health Behavioral Health Line toll-free at **1-855-877-3885 (TTY 711)**, 24 hours a day, 7 days a week. We have staff who speak your language.

**caloptima.org**

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