AETNA BETTER HEALTH
Care Coordination Guide

Subject	Instructions
Webpage	www.aetnabetterhealth.com/california
Member Services	Call Health Plan Member Services at: 1-855-772-9076
Mental Health Services – *Mild to Moderate MH Needs*	Call Member Services at: 1-855-772-9076
Mental Health Services – *Serious MH Needs*	Call County Mental Health Plan at: 916-875-1055 or 1-888-881-4881 Adult TTY 916-874-8070, Child TTY 916-876-8892 / FAX 916-875-1190
Substance Use Disorders	Call County Alcohol & Drug System of Care at: 916-874-9754
Advice Nurse – 24 hours	Call 1-855-772-9076
Urgent Care Clinics	See Urgent Care List posted on the Medi-Cal Managed Care Resources webpage.
Transportation	Call Access2Care at: 1-888-334-8352 or 1-855-772-9076
Linguistic	Call Member Services at: 1-855-772-9076
Case Management – Basic and Complex	Call Member Services at: 1-855-772-9076
Inpatient Discharge Planning	Call Member Services at: 1-855-772-9076

Note: The Care Coordination Guide is solely to be used as a tool and not in lieu of Aetna Better Health policies, procedures, or Member Handbook Evidence of Coverage.