

AETNA BETTER HEALTH Care Coordination Guide

| Subject | Instructions |
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| Webpage | www.aetnabetterhealth.com/california |
| Member Services | Call <u>Health Plan Member Services</u> at: <u>1-855-772-9076</u> |
| Mental Health Services – <i>Mild to Moderate MH Needs</i> | Call <u>Member Services</u> at: <u>1-855-772-9076</u> |
| Mental Health Services – <i>Serious MH Needs</i> | Call <u>County Mental Health Plan</u> 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 <u>County Alcohol & Drug System of Care</u> at: 916-874-9754 |
| Advice Nurse – 24 hours | Call <u>1-855-772-9076</u> |
| Urgent Care Clinics | See <u>Urgent Care List</u> posted on the Medi-Cal Managed Care Resources webpage. |
| Transportation – <i>Non-medical</i> | Call <u>Access to Care</u> at: <u>1-888-334-8352</u> or <u>1-855-772-9076</u> |
| Transportation – <i>Medical (non-emergency)</i> | Call <u>Access to Care</u> at: <u>1-888-334-8352</u> or <u>1-855-772-9076</u> |
| Linguistic | Call <u>Member Services</u> at: <u>1-855-772-9076</u> |
| Case Management – Basic | Call <u>Member Services</u> at: <u>1-855-772-9076</u> |
| Case Management – Complex | Call <u>Member Services</u> at: <u>1-855-772-9076</u> |
| Inpatient Discharge Planning | Call <u>Member Services</u> at: <u>1-855-772-9076</u> |

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.