

## Behavioral Health Services (BHS) – Contractor Information Notice

<b>To:</b>	<b>Behavioral Health Services Pathways to Well-Being Providers</b>
<b>From:</b>	<b>Behavioral Health Services</b>
<b>Date:</b>	<b>July 2, 2021</b>
<b>Title</b>	<b>Pathways to Well-Being: Obtaining Child Welfare Services Case Status Information</b>

In adherence with the California Katie A. Lawsuit Settlement (2011) and State mandated Pathways to Well-Being (PWB) requirements, per [MHSD INFORMATION NOTICE NO.:13-11](#), BHS mental health service providers are to determine if youth have an open Child Welfare Services (CWS) case in order to identify if they meet criteria for Katie A. Subclass/Enhanced Services. In April 2016, CWS and BHS collaboratively initiated a process for providers to contact the CWS hotline to obtain the name and phone number of the CWS Protective Services Worker (PSW) and to obtain current CWS case status through connection with the PSW.

Due to privacy laws protecting the disclosure of client CWS case status, **effective July 2, 2021, BHS providers will need to provide a confidential code when calling the CWS hotline to obtain PSW name and telephone number.** Case status of youth in BHS programs can be obtained through the provider contacting the PSW directly by phone.

**As of July 2, 2021, Program Managers at all BHS mental health programs have been contacted and given the confidential code.** Program Managers are responsible for disseminating the information to staff, as needed, and ensuring the confidential nature of the code is understood by staff who obtain the information.

BHS providers should continue to access PSW contact information and CWS case status through the following process:

- Call the CWS hotline at 858-514-6995 and press option #4.
- Provider will then be prompted to provide the confidential code.
- The information that can be provided by CWS is limited to a PSW’s name and telephone number. To limit confusion of the CWS clerical staff answering the phone, please refrain from using terms such as, “Pathways to Well-Being”, “Eligibility” or “Katie A”.
- BHS providers shall continue to utilize the following language: “I am calling to obtain the name and telephone number of the assigned worker for [youth name].”
- BHS Provider shall contact PSW directly to obtain further information on case status (i.e., open, voluntary, closed).

**Reference**

- [MHSD INFORMATION NOTICE NO.:13-11 “Implementation of Claiming for Intensive Care Coordination and Intensive Home-Based Services in the Short-Doyle Medi-Cal Claims Processing System for Dates of Service Beginning January 1, 2013”](#)

**For More Information please contact:**

- Contact your Contracting Officer’s Representative (COR)