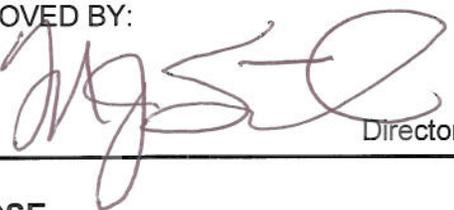




DEPARTMENT OF MENTAL HEALTH POLICY/PROCEDURE

SUBJECT PROCEDURES FOR SCREENING, TREATING, AND REFERRING VETERANS TO ENSURE APPROPRIATE SERVICES	POLICY NO. 401.4	EFFECTIVE DATE 10/6/08	PAGE 1 of 2
APPROVED BY:  Director	SUPERSEDES 401.4	ORIGINAL ISSUE DATE 4/1/91	DISTRIBUTION LEVEL(S) 1, 2

PURPOSE

- 1.1 To establish policy and procedures for screening, treating, and referring veterans to appropriate services including county veteran's service offices and other veteran services organizations as well as public mental health and to assist them in determining eligibility for Federal Veterans Administration (VA) benefits.

BACKGROUND

- 2.1 Veterans with a service connected disability and registered with the U.S. Department of Veteran Affairs are eligible for VA mental health services.
- 2.2 Veterans who do not have a service connected disability or are in the process of determining eligibility are not entitled to VA mental health services (with few exceptions).

POLICY

- 3.1 No eligible veteran shall be denied mental health services, to the extent resources are available, based on his or her status as a veteran.
 - 3.1.1 Nor shall a veteran be denied mental health services based on ability to obtain services through another entity provided the mental health needs of the veteran are not currently being met.

PROCEDURE

- 4.1 Determine if client is a veteran:
 - 4.1.1 During client interview
 - 4.1.2 From relative/responsible person interview
 - 4.1.3 From income sources (VA pension)



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- 4.2 All veterans are to be referred to veteran services organizations (See Attachment I) to assist them in determining eligibility for VA benefits with the following exception:
- 4.2.1 Emergency care (See 4.3)
 - 4.2.2 Forensic inpatient care (See 4.4)
 - 4.2.3 Veterans who have a service connected disability.
- 4.3 For emergency care reimbursement, contact the VA's Fee Basis Claim Department at (818) 891-7711 extension 9100. Be prepared to provide client's name, SSN, and any other Veteran Affairs related information available. (A recorder will take after-hours, weekend, and holiday calls.)
- 4.4 For forensic inpatient care reimbursement, contact the VA's Fee Basis Claim Department at (818) 891-7711 extension 9100. Be prepared to provide client's name, SSN, and any other Veterans Affairs related information available. (A recorder will take after-hours, weekend, and holiday calls.)

ATTACHMENT

Attachment I Veteran Services Organizations

REVIEW DATE

This policy shall be reviewed five (5) years following the initial date of approval.

RESPONSIBLE PARTY

Emergency Outreach Bureau

VETERAN SERVICES ORGANIZATIONS

VETERANS AFFAIRS FACILITIES

VA Long Beach Healthcare System

5901 E. 7th Street
Long Beach, CA 90822
Phone: (562) 826-8000 or (888) 769-8387

VA Greater Los Angeles Healthcare System (GLA)

11301 Wilshire Boulevard
Los Angeles, CA 90073
Phone: (310) 478-3711 or (800) 952-4852
Fax: (310) 268-3494

Sepulveda OPC and Nursing Home

16111 Plummer Street
North Hills, CA 91343
Phone: (818) 891-7711 or (800) 516-4567
Fax: (818) 895-9559

OUTPATIENT

Los Angeles Ambulatory Care Center

351 East Temple Street
Los Angeles, CA 90012
Phone: (213) 253-2677
Fax: (213) 253-5510

West Los Angeles Ambulatory Care Center

11301 Wilshire Blvd.
Los Angeles, CA 90073
Phone: (310) 268-3526
Fax: (310) 268-4730

COMMUNITY BASED OUTPATIENT CLINIC

East Los Angeles

5426 E. Olympic Boulevard
City of Commerce, CA 90040
Phone: (323) 725-7557
Fax: (323) 725-7577

Gardena

1251 Redondo Beach Blvd, 3rd floor
Gardena, CA 90247
Phone: (310) 851-4705
Fax: (310) 8514705

Antelope Valley

547 West Lancaster Boulevard
Lancaster, CA 93536
Phone: (661) 729-8655 or (800) 515-0031

Villages at Cabrillo

2001 River Ave., Bldg 28
Long Beach, CA 90806
Phone: (562) 388-8000

Lynwood Community Based Outpatient Clinic

3737 Martin Luther King Blvd., Suite 515
Lynwood, CA 90262
Phone: (310) 537-6825
Fax: (310) 537-7496

Whittier/Santa Fe Springs Clinic

10210 Orr & Day Rd
Santa Fe Springs, CA 90670
Phone: (562) 864-5565

VETERANS BENEFITS ADMINISTRATION

Los Angeles Regional Office

Federal Building, 11000 Wilshire Boulevard
Los Angeles, CA 90024
Phone: (800) 827-1000

The Los Angeles Regional Office (RO) provides benefits and services to approximately 706,000 veterans residing in the Southern California counties of Los Angeles, San Bernardino, Riverside, Ventura, Santa Barbara, San Luis Obispo, and Kern.