

June 9, 2025

## Resources for HPSM Members with Substance Use Disorders (SUD)

Dear provider,

Substance use disorders (SUD) are chronic conditions that progress over time and have negative effects on patients, including Health Plan of San Mateo (HPSM) members. Primary care providers have regular, long-term contact with members and are in ideal positions to screen for substance use problems and monitor members' statuses. **Here are resources for supporting members with SUD.**

### Referring a member for treatment

Medi-Cal members can access covered substance use treatment services through the Drug Medi-Cal Organized Delivery System by self-referring for treatment:

<https://www.dhcs.ca.gov/provgovpart/Pages/Drug-Medi-Cal-Organized-Delivery-System.aspx>

All members may also self-refer by calling the Behavioral Health and Recovery Services (BHRS) ACCESS Call Center anytime at **1-800-686-0101**.

Providers can also recommend members for covered substance use services by sending a referral to BHRS and the call center will follow up. To refer a member to substance use services, follow these steps:

1. Discuss your recommendation for substance use treatment with the member. Please ensure the member affirms their interest in seeking supports or services.
2. Complete the Behavioral Health Referral Form and fax it to the ACCESS Call Center:  
[https://www.hpsm.org/docs/default-source/provider-forms/bhrs\\_referral\\_form.pdf](https://www.hpsm.org/docs/default-source/provider-forms/bhrs_referral_form.pdf)
3. Advise the member that a BHRS Call Center clinician will review the referral and call the member for more information to help find appropriate services. Ask if it is okay for the call center to leave a voicemail message. BHRS will then route the member to a substance use network provider or to community resources accordingly. Note: If a member is not ready to be referred to or start treatment, inform them they can self-refer when they are ready by calling the ACCESS call center at 1-800-686-0101.

Please refer to this educational video for more information about completing the Behavioral Health Referral Form: [https://www.hpsm.org/videos/default-source/provider-education/bh-referral-form.mp4?sfvrsn=18657a9c\\_20](https://www.hpsm.org/videos/default-source/provider-education/bh-referral-form.mp4?sfvrsn=18657a9c_20)

## Screening tools

There are some screening assessment tools we recommend using, however, if you are already using an assessment tool that works for you, please continue to use it.

- CGA Toolkit Plus, “CAGE + CAGE-AID Alcohol and Substance Abuse Screening Tool”:  
<https://www.cgakit.com/ap-1-cage-cage-aid>
- Illinois Perinatal Quality Collaborative, “The 5Ps: Prenatal Substance Abuse Screen For Alcohol and Drugs”: <https://ilpqc.org/wp-content/docs/toolkits/MNO-OB/5Ps-Screening-Tool-and-Follow-Up-Questions.pdf>
- National Institute on Drug Abuse (NIDA), “Alcohol Use Disorders Identification Test (AUDIT-C)”:  
<https://cde.nida.nih.gov/instrument/f229c68a-67ce-9a58-e040-bb89ad432be4>
- National Institute on Drug Abuse (NIDA), “Drug Abuse Screening Test (DAST-10)”:  
<https://cde.nida.nih.gov/instrument/e9053390-ee9c-9140-e040-bb89ad433d69>
- New Jersey Chapter of American Academy of Pediatrics (NJAAP), “The CRAFTT Questionnaire”: <https://njaap.org/wp-content/uploads/2018/03/COMBINED-CRAFTT-2.1-Self-Admin-Clinician-Interview-Risk-Assess-Guide.pdf>

## Resources for members

Here are resources you can share with members:

- What are my options to help with alcohol and drug use?
  - English: <https://www.smchealth.org/sites/main/files/file-attachments/gettinghelp.pdf?1563392454>
  - Spanish: [https://www.smchealth.org/sites/main/files/file-attachments/gettinghelp\\_spanish.pdf?1563392455](https://www.smchealth.org/sites/main/files/file-attachments/gettinghelp_spanish.pdf?1563392455)
- How can I stay safe while using drugs?
  - English: <https://www.smchealth.org/sites/main/files/file-attachments/staysafe.pdf?1563392456>

- Spanish: [https://www.smchealth.org/sites/main/files/file-attachments/staysafe\\_spanish.pdf?1563392456](https://www.smchealth.org/sites/main/files/file-attachments/staysafe_spanish.pdf?1563392456)
- Medications for alcohol and opioid use
  - English: [https://www.smchealth.org/sites/main/files/file-attachments/imat\\_0.pdf?1563392607](https://www.smchealth.org/sites/main/files/file-attachments/imat_0.pdf?1563392607)
  - Spanish: [https://www.smchealth.org/sites/main/files/file-attachments/imat\\_spanish\\_0.pdf?1563392607](https://www.smchealth.org/sites/main/files/file-attachments/imat_spanish_0.pdf?1563392607)
- How can I support a family member or friend who has a problem with alcohol and drugs?
  - English: <https://www.smchealth.org/sites/main/files/file-attachments/support.pdf?1563392457>
  - Spanish: [https://www.smchealth.org/sites/main/files/file-attachments/support\\_spanish.pdf?1563392457](https://www.smchealth.org/sites/main/files/file-attachments/support_spanish.pdf?1563392457)
- How to Find Treatment and Support (BHRS): [https://www.smchealth.org/sites/main/files/file-attachments/bhrs\\_brochure.pdf?1595574452](https://www.smchealth.org/sites/main/files/file-attachments/bhrs_brochure.pdf?1595574452)

### **Other tips and resources**

- Members with SUD may be ambivalent about seeking treatment. Evidence-based interventions and tools, such as motivational interviewing, have been shown to open the dialogue and increase willingness to access resources. Please see this guide for more tips for engaging individuals with SUD: [https://www.cdc.gov/overdose-prevention/media/pdfs/2024/04/Conversation-Starter\\_Empathy\\_FINAL\\_4\\_11\\_2024.pdf](https://www.cdc.gov/overdose-prevention/media/pdfs/2024/04/Conversation-Starter_Empathy_FINAL_4_11_2024.pdf)
- Visit the website for the BHRS ACCESS Call Center here: <https://www.smchealth.org/general-information/behavioral-health-services-resources>

Please direct questions to HPSM Provider Services at [PSInquiries@hpsm.org](mailto:PSInquiries@hpsm.org).

Thank you,  
The Health Plan of San Mateo