



To: Behavioral Health Providers
From: IEHP – Provider Relations
Date: April 1, 2020
Subject: County Crisis Resources

The Departments of Behavioral Health of both Riverside University Health System and San Bernardino County are requesting that we maintain our Members in treatment with our Network Providers versus transitioning to the County for Tier III level of care.

The County Mental Health Plans are currently experiencing limited resources and do not have the capacity to process transitions from the Managed Care Plans to their system. **Please continue to treat and support the Member therapeutically until resources are available to transition to their respective County Behavioral Health Departments.**

You may still submit a recommendation to transition to County Behavioral Health through the Coordination of Care Form on the BH Web Portal. The IEHP Behavioral Health County Liaison team will continue working with both County Behavioral Health Departments to transition these Members as soon as possible.

For Prescribing Providers who are unable to refill psychotropic medications, you may send Members to the IEHP Psychiatry Walk-In Clinics until they are able to schedule a follow-up appointment with you:

Victorville
14390 Park Ave., Victorville, CA 92392
(442) 327-9311
Monday-Friday, 9am-5pm

Montclair
5050 San Bernardino Street, Montclair, CA 91736
(909) 281-5800
Monday-Friday, 9am-5pm

Palm Desert
41990 Cook St., Suite F-2002 Palm Desert, CA 92211
(760) 674-7132

However, if the Member is in imminent danger to self, others, and/or is gravely disabled, please contact First Responders or refer to the closest Emergency Department. If the Member is exhibiting mental health symptoms that are severely impairing their daily functioning, please refer to the following Crisis Response Units:

SAN BERNARDINO COUNTY	RIVERSIDE COUNTY
<p><u>Crisis Walk In Units (CWIC)</u></p> <p>Rialto 850 East Foothill Boulevard Rialto, CA 92376 (909) 421-9495 Hours of Operation: Monday - Friday 8:00 a.m.- 10:00 p.m. Saturdays 8:00 a.m. - 5:00 p.m. Closed on Sundays</p> <p>High Desert 12240 Hesperia Road, Victorville, CA 92395 (760) 245-8837 24/7</p> <p>Morongo Basin 7293 Dumosa Ave., Ste 2, Yucca Valley, CA 92284 (855) 365-6558 24/7</p>	<p><u>Mental Health Urgent Cares (MHUC) – 24/7 services</u></p> <p>Riverside 9890 County Farm Rd., Bldg. 2 Riverside, CA 92503 (951) 509-2499</p> <p>Perris 85 Ramona Expressway, Suites 1-3 Perris, CA 92571 (951) 349-4195</p> <p>Palm Springs 2500 N Palm Canyon Dr., Suite A4 Palm Springs, CA 92262 (442) 268-7000</p>
<p><u>Community Crisis Response Team (CCRT)</u></p> <p>East Valley (Colton, Rialto, Yucaipa, Redlands, Loma Linda, Bloomington, San Bernardino) Office (909) 421-9233 Pager (909) 420-0560</p> <p>West Valley (Chino Hills, Chino, Rancho Cucamonga, Ontario, Fontana, Montclair) Office (909) 458-1517 Pager (909) 535-1316</p> <p>High Desert (Hesperia, Victorville, Apple Valley, Phelan, Barstow, Adelanto, Lucerne Valley) Office (760) 956-2345 Pager (760) 734-8093</p> <p>Morongo Basin Office (760) 499-4429</p>	<p><u>Emergency Department</u></p> <p>Emergency Treatment Services 9990 County Farm Road, Suite 4 Riverside, CA 92503 (951) 358-4700</p>

<u>Emergency Department</u> Arrowhead Regional Medical Center 400 N Pepper Ave, Colton, CA 92324 (909) 580-1000	
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As a reminder, all communications sent by IEHP can also be found on our Provider portal at:
www.iehp.org > For Providers > Plan Updates > Correspondence **or**
www.iehp.org > For Providers > Plan Updates > Coronavirus (COVID-19) Advisory.

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054.