

**September 3, 2021**

## **New Tutorial Video: Behavioral Health Higher Level of Care Form**

Behavioral health providers: San Mateo County's Behavioral Health and Recovery Services (BHRS) updated their higher level of care form in March 2021.

**Please find the form at: [www.hpsm.org/provider/behavioral-health/](http://www.hpsm.org/provider/behavioral-health/)**

To support our mental health providers with the use of this form we worked with the BHRS Access Call Center team and created a tutorial video found here: [www.hpsm.org/videos/default-source/provider-education/bh-higher-level-of-care.mp4](http://www.hpsm.org/videos/default-source/provider-education/bh-higher-level-of-care.mp4)

While the Health Plan of San Mateo (HPSM) manages mild to moderate behavioral health services for members, those requiring a higher level of care must be referred to BHRS. Please use the higher level of care form to refer members and keep in mind:

- Before filling out this form, please ensure a full assessment has been completed in coordination with the member and other providers in their care team.
- By submitting this form you initiate an assessment process. Not all members referred to a higher level of care will qualify or need specialty mental health services.
- Tell your patient you are sending in this request and they should provide the best number to reach them, as BHRS will reach out via telephone once the request is accepted.
- A brief episode of severe symptoms that resolves quickly with existing supports may not require the member to move into specialty services.

Please direct any questions to [PSinquiries@hpsm.org](mailto:PSinquiries@hpsm.org).

Thank you for your continued commitment to our community,  
The Health Plan of San Mateo