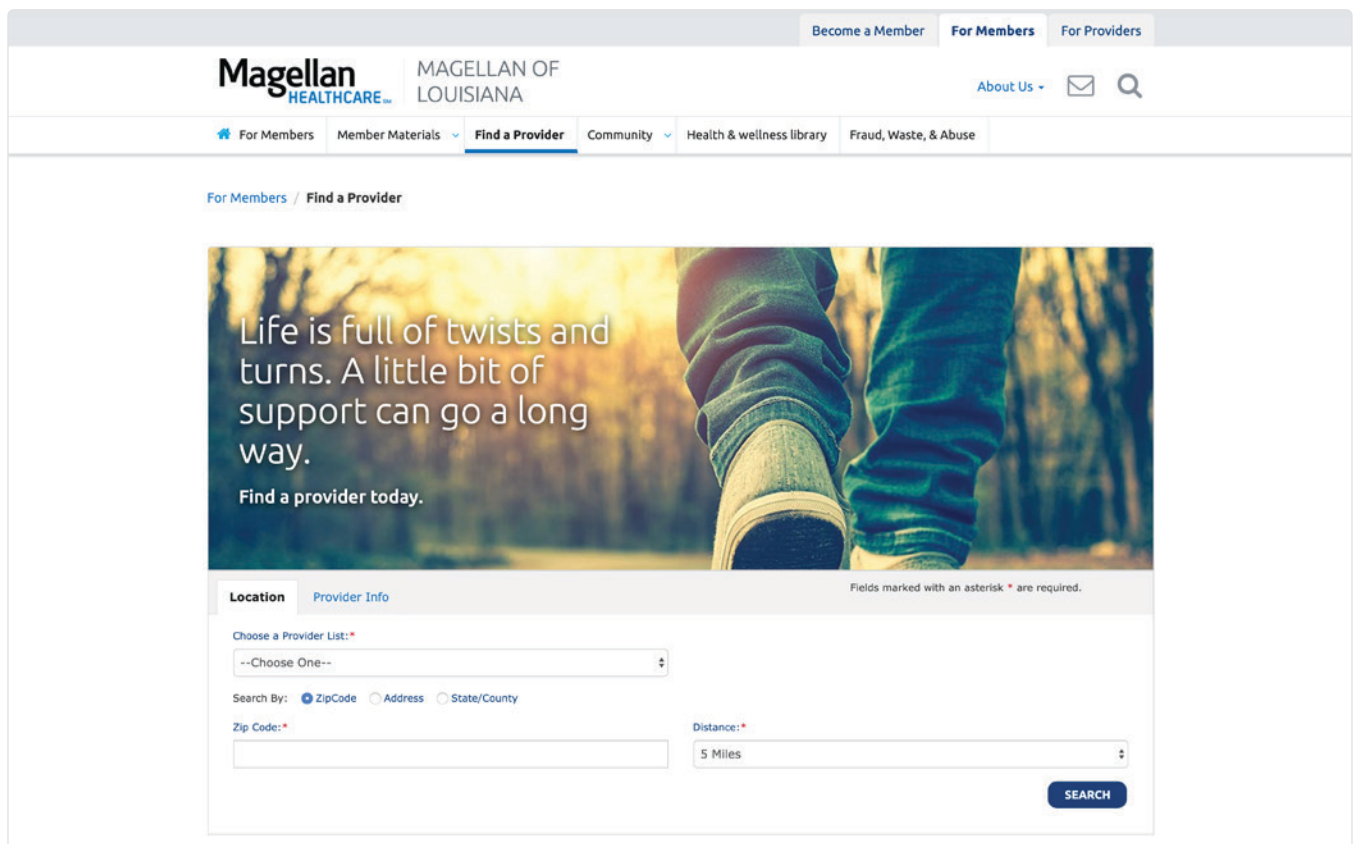


Louisiana Coordinated System of Care Member Newsletter

Need help finding a provider?

Visit our website—www.MagellanofLouisiana.com—and select the *Find a Provider* tab.



Magellan of Louisiana has many providers in our network. The providers have a certain level of education and training. As an organization, Magellan does not reward practitioners or other individuals for issuing denials of coverage or services. Also, there are no financial incentives for decision makers to encourage decisions that result in underutilization.

The providers follow general guidelines for treating individuals and their families, and their decision making is based only on appropriateness of care and service, and the existence of coverage. They also follow guidelines developed by Magellan that apply to their level of expertise. Some of our providers have training in more than one of these areas.

[View the Member Handbook and Newsletter at www.MagellanofLouisiana.com](http://www.MagellanofLouisiana.com)

Health Awareness

Sleep and your health

March is Sleep Awareness Month. Everyone knows sleep is important. Without it, you don't have the energy to get through your day. But did you know sleep problems that go on for a long time can affect your health? Learn about the ways sleep can affect your health [here](#).

Sleeping better (March 11th)

It's Sleep Awareness Week! Do you have trouble sleeping sometimes? Are you unsure why you can't fall asleep or when you do fall asleep, it's a restless sleep? Don't worry, you're not the only one. There may be many reasons why you may have trouble sleeping. Click [here](#) to learn what some of those reasons might be and what you can do to help you get a better night's rest!



World Autism Awareness Day (April 2nd)

Today helps raise knowledge about those on the autism spectrum. It also helps raise knowledge about research and fundraising which promote being inclusive. Autism is a growing global health issue. Spotlights in the press and common knowledge have grown as a result. And it is an issue that is gaining more awareness. Events are planned each year to boost and build world knowledge of those who have autism spectrum disorder. Learn more about autism spectrum disorder [here](#).

Visit www.healthwise.net/MagellanHealth and search for "sleep" or "autism" for more information on the above topics.

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Behavioral health awareness

MARCH

Self Harm Awareness Month
National Developmental
Disabilities Awareness Month
National Nutrition Month

APRIL

National Donate Life Month
National Autism Awareness
Month

MAY

Mental Health
Awareness Month
National Foster Care Month
National Children's Mental
Health Awareness Day (9th)

What is a Release of Information (ROI) form?

When you join CSoC, your Facilitator will work with you to build a team. This is your Child and Family Team. The team brings together important people in your child's life. You will work side-by-side with your team to develop and carry out a single plan of care. The goal of the plan is to help your family reach your goals.

The team includes you, your child, and your Wraparound Facilitator. It also includes people that are involved in your child's care. Team members can be family members, coaches, teachers or a pastor. We call these people your natural and informal supports. It is also made up of your child's counselor, doctor or parent/youth support specialists. We call these people your formal supports.

Once you build your team, you meet regularly to talk about your plan. This is called a CFT meeting. During CFT meetings, you will:

- Review what the team has done and what's been going well
- Talk about whether your plan has been working to meet the family's goals
- **Make changes** if things aren't working within the plan

Sometimes, your Facilitator may need to talk to your team members about your child's care in between CFT meetings. Before your Facilitator can do this, you have to give your written okay. We call this a release of information, or an ROI. An ROI form says that you agree for a person or place share information about your child's care.

For an ROI form to be legal, it must include:

- ☑ **Your name and/or your child's name.**
- ☑ **Who can get the information?** This can be your child's teacher, grandmother, doctor, counselor, pastor, coach or your Wraparound Facilitator.
- ☑ **What information can be shared.** This is a list of the things you want to share. These may be things like an assessment, progress notes, labs, school reports, medications, discharge forms, etc.

- ☑ **How long the information can be shared.** The form has a start and end date. If you don't write down an end date, then you will need to fill out a new form once a year.
- ☑ **Date and Signature.** This shows that you agree to what is written in the form.

Here are some important facts about ROI's:

- You have to complete a form for BOTH your Facilitator and any formal team members—such as a doctor or counselor—to allow them to talk to each other about your child's care. Don't worry – your Facilitator will help you know when you need to complete a form.
- Family members, friends and other natural supports do not need a form to talk to your Facilitator, BUT your Facilitator needs a form to talk to them about your child's care.
- Remember—Just because a person or place is asking to share your information does not mean that you have to agree to it. The form should say in writing that you can refuse or stop the person or place from sharing your information at any time.

**You can find more information about your rights in your member handbook.
You can ask your Wraparound Facilitator if you need to get one.**

For Primary Health Concerns, contact your Healthy Louisiana Plan

Healthy Louisiana Plans	Customer Service	Website
Aetna Better Health	1-855-242-0802	aetnabetterhealth.com/Louisiana
AmeriHealth Caritas	1-888-756-0004	Amerihealthcaritasla.com
Healthy Blue	1-844-521-6941	myhealthybluela.com/la
Louisiana Healthcare Connections	1-866-595-8133	louisianahealthconnect.com
United Healthcare	1-866-675-1607	Uhccommunityplan.com/la.html

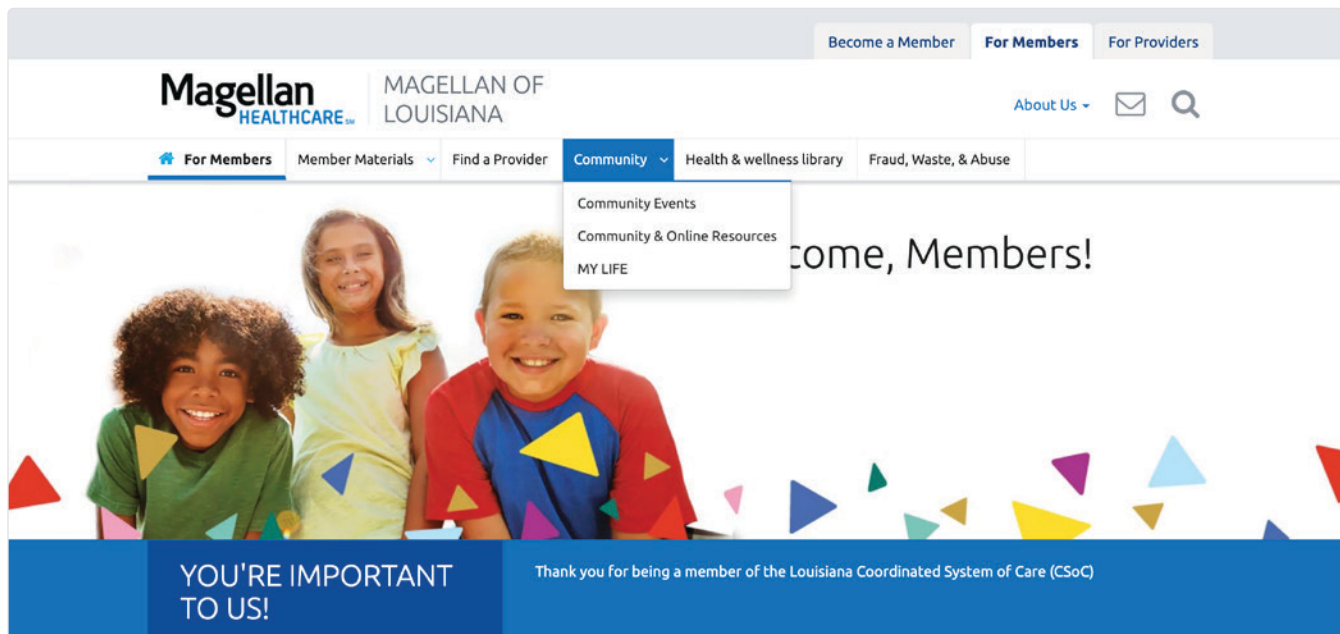
****For life threatening situations, always call 9-1-1****

Want to let us know how we are doing? Email us at LACSOCINFO@MagellanHealth.com or visit the [About Us](#) section of the [Magellan of Louisiana](#) website.

There are community events that take place in an area near you! For a detailed list, please visit www.MagellanofLouisiana.com and follow these steps:

Click on the *For Members* Tab > Click on the *Community* Tab > Select *Community Events*

Then select the area that is closest to you. (If you are not sure of what is closest to you, a CSoc Regional Map is provided for you)



The screenshot shows the Magellan of Louisiana website interface. At the top, there are navigation tabs: "Become a Member", "For Members", and "For Providers". The "For Members" tab is selected. Below this, the website header includes the Magellan Healthcare logo and "MAGELLAN OF LOUISIANA". There are links for "About Us", an email icon, and a search icon. A secondary navigation bar contains "For Members", "Member Materials", "Find a Provider", "Community", "Health & wellness library", and "Fraud, Waste, & Abuse". The "Community" dropdown menu is open, showing "Community Events", "Community & Online Resources", and "MY LIFE". The main banner features a photograph of three smiling children and the text "Welcome, Members!". At the bottom of the banner, it says "YOU'RE IMPORTANT TO US!" and "Thank you for being a member of the Louisiana Coordinated System of Care (CSoc)".