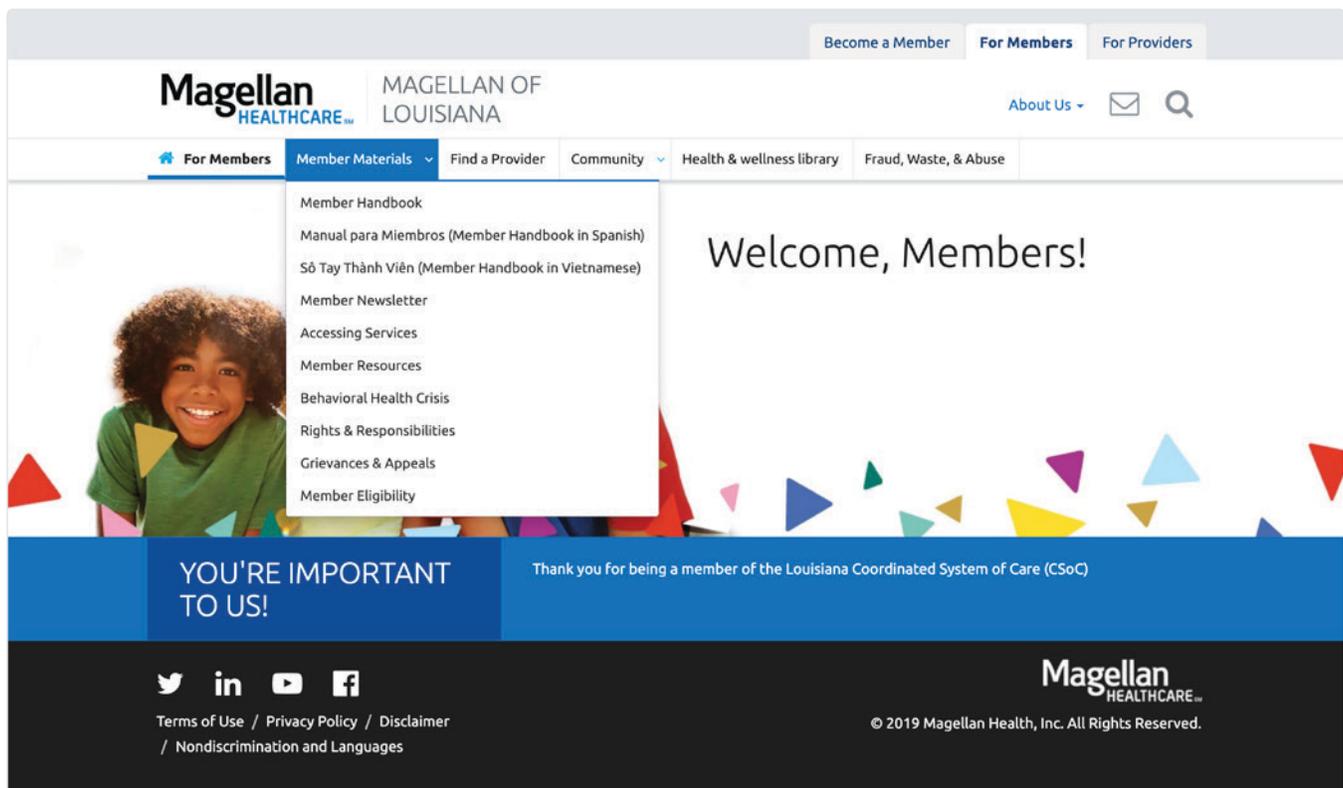


Louisiana Coordinated System of Care

Member Newsletter

Get Connected

Don't forget to visit our website—www.MagellanofLouisiana.com. You can check your benefits. You can find a provider near you. We list services and local events for you. You can also find the member handbook and member newsletter.



The screenshot shows the Magellan of Louisiana website interface. At the top, there are navigation tabs for "Become a Member", "For Members", and "For Providers". The "For Members" tab is active. Below the navigation, there is a search bar and a "Member Materials" dropdown menu. The dropdown menu lists the following items:

- Member Handbook
- Manual para Miembros (Member Handbook in Spanish)
- Số Tay Thành Viên (Member Handbook in Vietnamese)
- Member Newsletter
- Accessing Services
- Member Resources
- Behavioral Health Crisis
- Rights & Responsibilities
- Grievances & Appeals
- Member Eligibility

The main content area features a "Welcome, Members!" message and a banner that says "YOU'RE IMPORTANT TO US!" and "Thank you for being a member of the Louisiana Coordinated System of Care (CSoC)". The footer includes social media icons for Twitter, LinkedIn, YouTube, and Facebook, along with links to "Terms of Use", "Privacy Policy", "Disclaimer", and "Nondiscrimination and Languages". The Magellan HEALTHCARE logo and copyright information "© 2019 Magellan Health, Inc. All Rights Reserved." are also present.

Here are some more details about the handbook and the newsletter:

Member Handbook

- Listing of member benefits, services, rights and responsibilities
- Helpful resources and contact information
- Appeals and grievance procedures

CSoC Member Newsletter

- Get tips for family health
- Includes local services and events
- Publishes four times a year
- Ask your provider or Magellan for a copy

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

Preventive Tips & Awareness

Flu shot or not? Here's help deciding.

National Influenza Vaccination Week takes place in December each year. Did your doctor recommend a flu shot? Year after year, it's still the best way to protect against seasonal flu. Getting the flu vaccine may keep you from getting the flu, and—if you do get sick—your symptoms may be milder, and you're less likely to spread the virus to others. Use this [tool](#) to weigh the benefits, risks and side effects so you can choose what's best for you.



The flu shot: fact vs. fiction

National Influenza Vaccination Week takes place in December each year. The U.S. Centers for Disease Control and Prevention (CDC) recommends flu shots for everyone age six months and older. So why doesn't everyone get a flu shot? Unfortunately, a few common myths scare people away. For example, some people worry that you can get the flu from a flu shot. The belief that the flu "isn't that bad" can also lull people into thinking they don't need the vaccine. Learn the truth about flu shots so you can stay healthy this winter, [here](#).

When to wash your hands

National Handwashing Week takes place in December each year. Hand washing is a simple and effective way to help prevent diseases, such as colds, flu and food poisoning. Are you washing your hands enough? Click [here](#) to learn when you should be washing your hands.

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Visit www.healthwise.net/Magellanhealth and search for "flu or hand-washing".

Behavioral health awareness

DECEMBER

World AIDS Day (1st)
International Day of Persons
with Disabilities (3rd)
National Stress-Free Family
Holidays Month

JANUARY

National Birth Defects
Prevention Month

FEBRUARY

Teen Dating Violence
Awareness Month
National Eating Disorders
Awareness Week
(23rd–29th)

What is a Parent Support and Training?

We know that parents and caregivers who care for youth living with behavioral health issues sometimes need to talk with someone who understands them. That is why parents and caregivers in CSoC have access to a support service called Parent Support and Training.

Parent Support and Training, or PST for short, connects families with people who share the same experiences as our CSoC families. Parent Support staff assist parents and caregivers in developing skills to help their child or youth to remain at home and in the community. Parent Supports help parents and caregivers to learn from the experiences of other families, feel less alone, and gain hope, ideas, and information. The service is delivered face-to-face in the youth and guardian's home and community. It can be provided on an individual basis or in a group setting.

PST is provided by Behavioral Services of Louisiana (BSLA), the statewide Family Support Organization (FSO) for CSoC. BSLA's goal is to help the individuals they serve to develop personal knowledge of strengths and support, within themselves and within their communities, so they can have a choice and a voice about the treatment they receive. Parent Support offers hope, guidance, advocacy, and fellowship for parents and caregivers of children and youth receiving services in CSoC.

They can also provide you with:

- ✓ an emotional connection of people who have "been there";
- ✓ informational and educational support on systems and strategies;
- ✓ support for parents as they develop positive approaches and methods for addressing their family's day-to-day needs, including their own needs for self-care;
- ✓ concrete support, such as help arranging child care or transportation; and
- ✓ living proof of resilience and recovery.

PST is currently available to all CSoC parents and guardians across the state. If you want to know more about PST, talk to your Wraparound Facilitator. Your facilitator will help you connect with the FSO. You can also call Magellan any time, any day to get information on CSoC. Our number is 1-800-424-4489. If you are deaf or hard of hearing, call 711 for the Louisiana Relay Service or 1-800-846-5277 for TTY services.



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****

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*
- 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)

