



Louisiana Coordinated System of Care Provider Newsletter

Greetings from the new CSoC VP/General Manager - Syralja Griffin

I am so honored after serving nine years on Magellan of Louisiana's clinical team to take on the responsibility of leading the Coordinated System of Care program. We truly value the partnerships and relationships we have with our providers and Wraparound Agencies and appreciate the hard work everyone has done to support our CSoC members and members of your staff throughout the very challenging year of 2020. Over the course of the coming year, Magellan will be implementing several clinical initiatives to improve care and outcomes for CSoC children and families. We welcome your ideas and feedback because we are all in this together!

Are You Prepared to Serve CSoC Members?

Federal data shows a nationwide surge of kids in mental health crisis during the pandemic. The CDC reports the proportion of children's mental health-related emergency department visits increased beginning in April 2020 and remained elevated. It is important now more than ever to focus on the quality of care our CSoC members receive.

What is CSoC?

The Coordinated System of Care (CSoC) helps children and youth ages 5 – 20, who have serious mental health and substance use challenges and are in or at-risk of out-of-home placement. The program also helps their families. It offers services and supports that help these youth return to or remain at home while they are being helped.

Does CSoC Work?

Since March 1, 2012, more than 17,610 children have been enrolled in the Louisiana CSoC program. The goals for CSoC are continuously met and positive outcomes are being achieved on average in less than a year for children enrolled in CSoC. See more information on our outcomes by visiting [CSoC: Does it Work?](#)

How do we (Magellan and its providers) make it work?

Magellan cannot do this without our quality providers. Will you join us to continue to meet the needs of our CSoC members? This is how you can help.

- Review and abide by Behavioral Health Services Provider Manual for Provider Qualifications of each Level of Care that your agency is licensed to render.
- Prior to hiring staff, review Behavioral Health Services Provider Manual staff qualifications for each Level of Care that the direct care worker will render.
- Refer to www.MagellanProvider.com for Magellan National Provider Handbook, Handbook Appendices, Organizational Provider Handbook Supplement and State, Plan and EAQP Specific Supplements.
- Refer to <https://www.magellanoflouisiana.com/for-providers/training-events/provider-training-requirements> for a listing of required trainings and links to each.
- Have attestations for all OBH and Magellan required trainings in employee records.
- Criminal background checks must be performed by the Louisiana State Police or one of their approved vendors prior to rendering services.
 - **For Behavioral Health Services** - CPST, PSR, and CI background checks can be no greater than 90 days prior to rendering services.
 - **For Waiver Services** - YST, PST, ILSB and STR background checks can be no greater than 30 days prior to rendering services.
 - **For Outpatient Services** - Criminal background checks can be no greater than 30 days prior to rendering services.
 - **For Outpatient Substance Use Services** - Criminal background checks can be no greater than 90 days prior to rendering services.
- First Aid/CPR/Seizure Assessment certifications must be American Heart Association compliant.
- Review and attest to your agency's practice information on MagellanProvider.com at least quarterly.
- Establish a process for staff to complete annual trainings by an assigned date.
- Implement an internal quality audit to periodically review staff records.

All Provider Call

All provider calls are held every other month for one hour and 30 minutes. These calls are topic driven and intended to create a learning platform that fosters a deeper understanding of the many facets of providing services within the Coordinated System of Care. Please watch for email communications for detailed information. If you would like to submit a topic for an All Provider Call, please submit your suggestions to LACSOCPProviderQuestions@MagellanHealth.com.

Information for the calls is located at <https://www.magellanoflouisiana.com/for-providers/training-events/all-provider-calls/>. All calls are recorded and placed on the website for future reference. To locate a recording click [here](#). Next, in the left-hand panel, under All Provider Calls click on the year you need. Then click on the **All Provider** Call link tied to the date you need. Lastly, hit play and you are ready to go!

The screenshot displays the Magellan of Louisiana website interface. At the top, there are navigation tabs: 'Become a Member', 'For Members', and 'For Providers'. The main header includes the Magellan Healthcare logo and 'MAGELLAN OF LOUISIANA'. A search icon and 'About Us' link are also present. Below the header is a navigation bar with 'For Providers' selected, and sub-links for 'Become a Provider', 'Provider Toolkit', 'Training and Events', and 'Quality Improvement & Outcomes'. A dropdown menu is open under 'Training and Events', listing various training options, with 'All Provider Calls' at the bottom. An orange arrow points to this option. The background features a banner with the text 'Welcome Providers' and a photo of a man in a blue shirt and tie. At the bottom, a blue banner contains the text 'YOU'RE A KEY PLAYER ON THE CARE TEAM!' and 'Together, we can make a difference and improve outcomes for CSoc members.'



Virtual Regional Advisory Conferences

Magellan of Louisiana has resumed our Regional Advisory Conferences (RAC), but this time we are virtual! The RAC is a great opportunity to bring together Magellan's CSoC team (liaisons, clinical, and network staff), along with the Wraparound Agency, Family Support Organization (FSO), local providers, PCPs, state agencies, law enforcement, courts, school systems, and community partners.

The conferences will provide updates on the progress, successes, and challenges in the Coordinated System of Care. To be added to the RAC list for your region, please email deleonj@magellanhealth.com.

Thank you in advance for your attendance, cooperation, and continued support.

Provider Training

What's New?

- How to be a Team Member
- Serving & Supporting LGBTQI+ Youth in CSoC
- CSoC Patient Safety & Adverse Incidents **revised January 2021**

Reminders

All direct care staff are required to complete 3 hours of Cultural Competency training annually. These trainings are located on the Magellan of Louisiana website. Please visit the [Cultural Competency trainings](#) offered by Magellan.