

Louisiana Coordinated System of Care CSoC Member Newsletter—Summer 2021

Are You Weather Ready?

We want our CSoC members and families to be safe in times of emergencies. We also want you to be ready for a natural disaster.

Preparing ahead for an emergency is important. Make a family plan so that everyone knows what to do if a weather emergency happens. Decide where to go, what to take, and how you will contact each other.



Things to include in your plan:

- An emergency route to a shelter if needed
- Contact information for out-of-town family and friends
- Care plans for older adults, pets, or those with special needs
- Copies of important family papers such as prescriptions, identification, health insurance information, and birth certificates

If you are preparing to stay at home and enough time is given before the emergency happens, here is a list of supplies that are helpful:

- Bottled water
- Food that will not go bad
- Flashlight and batteries
- First aid kit
- Baby Wipes
- Battery-powered radio

Where to Find Additional Information

Members can visit MagellanofLouisiana.com and visit the For Members section. Visit Member Materials and select Member Resources. This section includes Emergency Preparedness & Current Events. This section provides helpful links before, during, and after a disaster.



Awareness Dates

June is PTSD Awareness Month. Living with a family member who has post-traumatic stress disorder (PTSD) can be hard. The person with PTSD may seem different and not want to do things they once enjoyed. These changes can upset family life. Learn more about ways you can help [here](#).

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July is Black, Indigenous, People of Color (BIPOC) Mental Health Month. Our cultures make us different. So, depression can look different for different people. It might be hard to know if you or someone you know is depressed. The good news is that there are signs to look for. To know if you should ask a doctor, watch for:

- Feeling irritable or restless
- Thinking about death or suicide
- Feeling like you have no energy
- Changes in appetite and weight

Learn more about mental health for people of color [here](#).

August is National Immunization Awareness Month. Although getting shots can sound scary, getting them is the best way to keep yourself safe from many diseases. So how do they work? Which ones do you or your children need? What are the side effects of vaccines? You've got questions. We've got answers. Most children should follow your provider's immunization schedule. Most kids need booster shots as they get older. More vaccinations are also recommended for teens and adults. You might need more shots if you travel out of the country, go to college, or start a new job. Learn more about shots by reading this [immunization guide](#).

Have a FUN but SAFE summer!

Being outdoors and swimming in pools are a fun part of the summer. We want to make sure everyone stays safe and healthy. When kids are in or near water, always keep an eye on them. This will help protect them from drowning. You should also wear a life jacket, especially when on a boat.

Remember when in the sun to:

- Use sunscreen
- Drink plenty of water
- Wear a hat and sunglasses
- Find the shade when you can

Riding bikes sure is fun and a great way to exercise. When biking, children should wear a helmet. Helmets protect kids from severe injuries when they crash.

You can find more tips from the CDC by visiting [Keep Kids Safe This Summer](#).



We provide language assistance services at no cost to you.



If you speak a language other than English, Magellan has staff and providers who can help you. The Member Services Representative will conference in a translator while remaining on the line at no cost to you.

Written information is available in many formats. These may include: Large print, audio, accessible electronic formats and other formats. Interpreter services are available in any language. This service can also be used when you are at your doctor or counselor for an appointment. It is your right to receive care in a language you understand. You should not be asked to provide your own interpreter.

Call Member Services if you need help with any language services or materials at **1-800-424-4489**.

What if you are deaf or hard of hearing?

- You can call 711 to use the Louisiana Relay Service
- Your provider can let us know if you need a sign language interpreter to come to your next scheduled visit at no cost to you. They may also be able to share special aids that can help you. These special aids include:
 - Computer-Aided Text
 - Written Materials
 - Listening Devices

What if you have trouble with your vision?

If you or a family member has problems seeing, you can ask Magellan to give you the member handbook and other materials in large print. This is available at no cost to you.

Please know that once you request it, we will need a little time to get the materials ready.

MY LIFE Virtual Youth Fest

- ☑ Join us from the comfort of your home for Stay Home for MY LIFE.
- ☑ This is a free event.

These events happen every 4th Thursday of the month at 5:00 pm Central time. You can register at <http://bit.ly/mylife2021>.

VIRTUAL YOUTH FEST

STAY HOME for MY LIFE

4th Thursday of the Month
6:00-7:30 p.m. Eastern

Stay Home for MY LIFE is an inspiring online event designed for youth and young adults who have experience with mental health, substance use, foster care and/or other challenges.

It features inspirational speakers, uplifting entertainment, fun activities and information on a variety of topics important to youth.

Free Event
Registration is required
<http://bit.ly/mylife2021>

MY LIFE

For more information, contact:
Greg Dicharry
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or visit Facebook.com/mylifeyouth

NATIONAL FEDERATION OF FAMILIES
Bringing Lived Experience to Family Support

Magellan
HEALTHCARE.

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 & Online Resources Tab
- Select Community Events

You can:

- Select the region that is closest to you. (If you are not sure of what is closest to you, a CSoc Regional Map is provided for you.)
- Select Virtual Events

The screenshot shows the Magellan of Louisiana website interface. At the top, there is a navigation bar with the Magellan logo and 'MAGELLAN OF LOUISIANA'. Below this is a secondary navigation bar with tabs for 'For Members', 'Member Materials', 'Find a Provider', 'Community & Online Resources' (which is selected), 'Health & wellness library', and 'Fraud, Waste, & Abuse'. The main content area is titled 'Community Events' and features a blue callout box with the following text: 'Please visit our [Virtual Events](#) page for ways to participate from home. Please click on your region below for information on community events that Magellan supports and/or participates in. Check back regularly for updates. Please use the [CSoc Regional Map](#) to find your Region. Please visit [MY LIFE Meetings](#) for information on our Stay Home for MY LIFE - Virtual Youth Fest.' Below the callout box, there is a list of regions: 'Region 1 - Orleans & surrounding areas', 'Region 2 - Baton Rouge & surrounding areas', 'Region 3 - Covington & surrounding areas', 'Region 4 - Thibodaux & surrounding areas', and 'Region 5 - Lafayette & surrounding areas'. A sidebar on the left contains a 'Community Events' section with a dropdown arrow and a 'Virtual Events' section.