

Louisiana Coordinated System of Care CSoC Member Newsletter

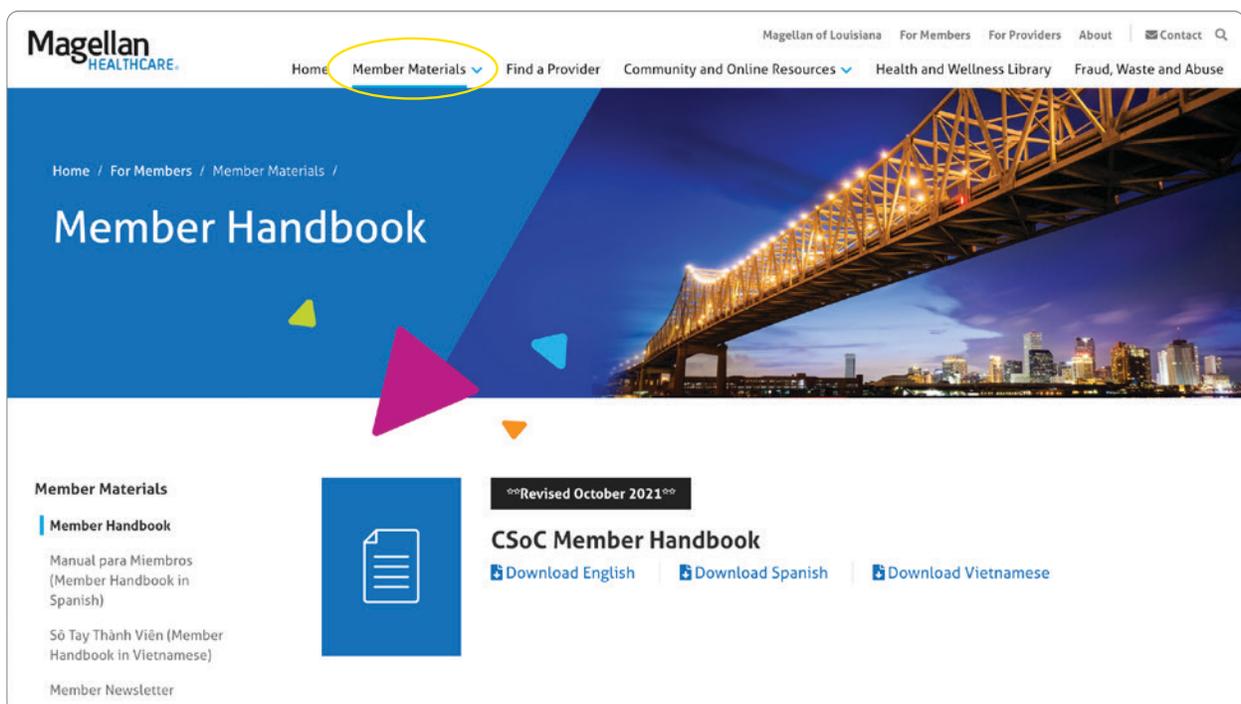
New Member Handbook

The 2021–2022 CSoC Member Handbook is now available!

Do you know how to find your member handbook online? Visit www.MagellanofLouisiana.com and follow the next steps:

- Click on 'For Members'
- Click on 'Member Materials'
- Select 'Member Handbook'

The member handbook explains the services available to you and how to get care. It also provides contact numbers, your member rights and responsibilities, and other resources. If you have questions, call our Member Services at 1-800-424-4489. We are available 24 hours a day, 7 days a week.



Magellan Cares

In August, Southeast Louisiana was significantly impacted by Hurricane Ida. Magellan of Louisiana wanted to support our members, families, friends, and neighbors by donating money and time towards local recovery efforts.

The Magellan Foundation donated \$1500 to each of the following non-profit organizations:

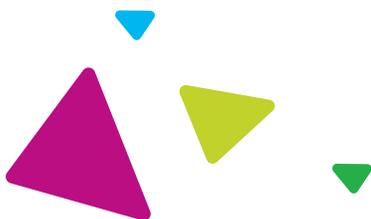
- Here to Serve, Inc.
- Bless Your Heart
- Our Daily Bread of Tangipahoa Parish

Additional donations of \$2500 were given to the Helio Foundation, United Way of Southeast Louisiana Hurricane Ida Relief Fund, and Second Harvest Food Bank of Greater New Orleans and Acadiana.

Magellan cares for our Louisiana families!

Members of the Magellan of Louisiana staff answered the call when the Greater Baton Rouge Food Bank was in urgent need of volunteers. The Food Bank worked non-stop to fulfill the increased need for food assistance after Hurricane Ida. On September 17th, these Magellan employees along with other volunteers from the community packed 1,856 food boxes totaling 4200 pounds of food in just 4 hours!

If you were impacted by Hurricane Ida and are still in need of resources, please visit the [Emergency Preparedness and Disaster Assistance section](#) on our website.



The 411 on the seasonal flu

National Influenza Vaccination Week takes place in December each year. Influenza is also called the flu.

The flu is a viral infection. It causes body aches, a fever, a dry cough, a headache, fatigue, and a sore or dry throat. Flu symptoms mostly come on fast. And they're worse than a cold. It may take one to two weeks or longer to fully recover. Most flu outbreaks happen in late fall and winter.

The flu vaccine is available before and during flu season. A yearly flu shot can help prevent the flu. You can also reduce your risk for the flu by washing your hands often, getting regular exercise, and keeping your hands away from your nose, eyes and mouth.

Want to understand the symptoms, treatment, and prevention of the seasonal flu? Read [this resource](#) full of info.



Awareness Dates

December

- National Stress-Free Family Holidays Month

January

- Get Organized Month
- National Thank You Month
- National Mentoring Month

February

- Black History Month
- Teen Dating Violence Awareness and Prevention Month
- International Boost Self-Esteem Month



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 | uhcommunityplan.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.MagellanoLouisiana.com and follow these steps:

- Click on the 'For Members' tab
- Click on the 'Community & Online Resources' tab
- Select 'Community Events'



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>.