



Louisiana Coordinated System of Care Provider Newsletter

Serving our CSoC Members

As you may recall our article in the *CSoC Provider Spring newsletter*, "Are You Prepared to Serve CSoC Members," we mentioned the heightened need for quality providers to service our CSoC members due to the nationwide surge of kids in mental health crisis during the pandemic. In the article, we shared tips and links to assist you in complying with the Behavioral Health Provider qualifications for all levels of care. By remaining compliant with the requirements, we are all assured quality care is being provided.

Today, we are pleased to announce a new provider monitoring review tool is being implemented. The purpose of the revised tool is to further ensure compliance with elements, such as provider licensing requirements, including licensed and unlicensed direct care staff qualifications and training requirements, appointment availability standards, reviews of the Office of Inspector General (OIG) List of Excluded Individuals and Entities (LEIE) and the LDH State Adverse Actions website prior to hiring and monthly thereafter, and CSoC waiver standards, as required by the Louisiana Department of Health. The Louisiana Department of Health requires all elements monitored, as part of the review, meet full compliance standards. Your fulfillment of all requirements is an indication that you are committed to providing quality care, and you should take pride in achieving full compliance.

Our goal is to help you get there. The detailed tool clearly indicates all items our providers are required to be compliant with and lessens the possibility of oversight and misunderstanding, therefore, safeguarding compliance. Providers will be trained on the new tool as you are selected for the annual monitoring reviews. If you are interested in a "sneak peek" at the tool, contact your [Network Management Specialist](#).

Direct Referrals

Did you know you can now contact Magellan of Louisiana directly to make a referral to our Coordinated System of Care (CSoC) program for youth with serious mental health and substance use challenges? Here's how!

- Call Magellan directly at 1-800-424-4489.
- Provide demographic information.
- The call will then be transferred to a Magellan Care Manager who will take clinical information and complete the brief CANS assessment.
- If a youth meets criteria on the brief CANS, the referral will be sent to the youth's regional wraparound agency.

For more information, visit [How to Make a Referral](#).

Reminders

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-and-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 shows the Magellan Healthcare website interface. The top navigation bar includes 'Home', 'Become a Provider', 'Provider Toolkit', 'Training and Events', 'Quality Improvement and Outcomes', and 'Provider Communications'. The left sidebar menu has 'All Provider Calls' highlighted. The main content area features a 'Welcome' section and a 'Regularly Scheduled Provider Calls' section. A dropdown menu is open under 'Training and Events', showing options like 'Cultural Competency', 'Certification Courses', 'Provider Training Requirements', 'Agency Required Training Courses', 'LMHP Required Training', 'Unlicensed Direct Care Staff Required Training', 'How to be a Team Member', and 'All Provider Calls'. The 'All Provider Calls' section lists upcoming meetings, including one on Tuesday, November 16, 2021, at Noon - 1:30 p.m., with a Zoom link provided.

Cultural Competency Training

Magellan of Louisiana is pleased to offer cultural competency training to network providers. All direct care staff members are required to complete 3 hours of Cultural Competency training annually. We offer the following courses on our [website](#):

- Serving and Supporting LGBTQI+ Youth in CSoC
- The Hispanic/Latino Community in Louisiana
- Louisiana Native American Indian Tribes
- Vietnamese in Louisiana
- Why Cross-Cultural Competency?

Language Assistance Services

Members should be advised that interpretation and translation services are available at no cost through Magellan. If you service a youth/family that speaks a language other than English or is deaf or hard of hearing, Magellan has staff and providers to help! You can call Member Services if you need help at 1-800-424-4489.

Visit [Alternate Forms of Communication](#) on our website for additional information.



HAPPY HOLIDAYS

Happy Holidays

All of us here at Magellan of Louisiana wish you a happy, healthy, and beautiful holiday season! We truly appreciate all of our providers and community partners.

May the holidays fill your home with joy, your heart with love, and your life with laughter.

While the holidays can be a joyful time, they can also be a source of sadness, anxiety, and stress for those we serve or maybe even ourselves. If you or your staff are in need of resources regarding holiday emotional wellbeing, please visit www.MagellanHealthcare.com/holidays.