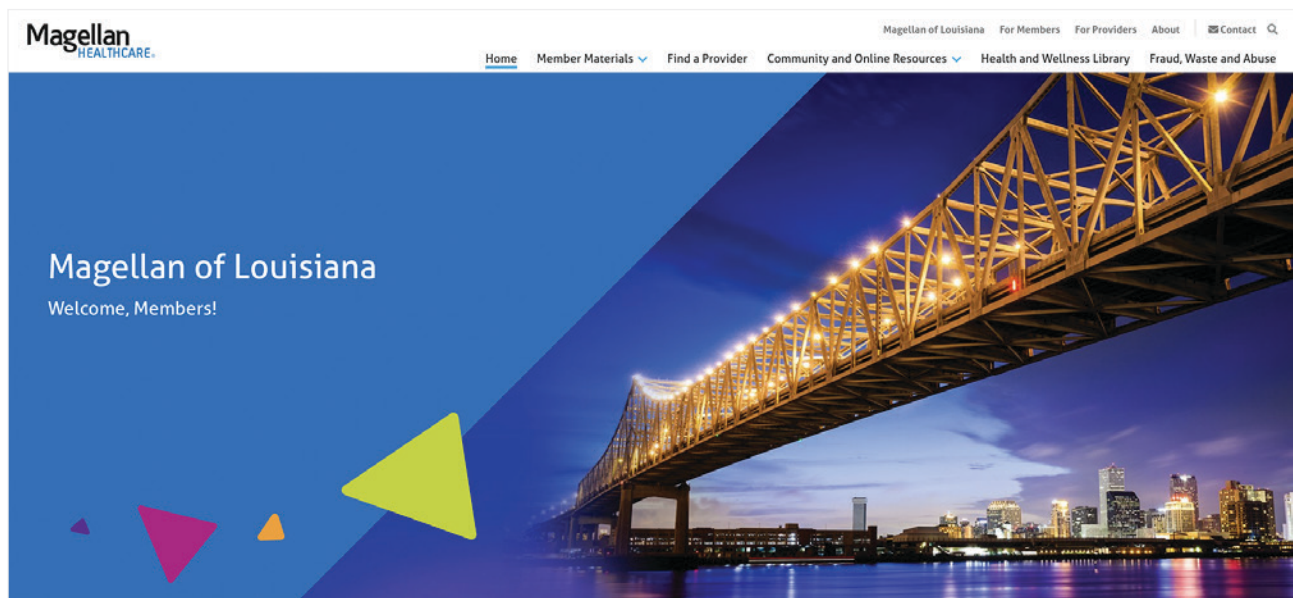


Louisiana Coordinated System of Care

CSoC Member Newsletter

You need to get connected

Visit our website. The address is MagellanofLouisiana.com. You can check your benefits. You can find a provider near you. You can also find the member handbook and newsletters.



Helpful Contact Information

Magellan of Louisiana

Call for help any day, any time — **1-800-424-4489**.

If you are deaf or hard of hearing, call 711 to use the Louisiana Relay Service.

You can email us at LACSoCInfo@MagellanHealth.com.

You can send a FAX to us at **1-888-656-5704**.

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

What if I am deaf or hard of hearing?

If you are deaf or hard of hearing, you can get a sign language interpreter to come to your scheduled visit. This is free for you. If you need an interpreter, call Magellan. We will connect you with an interpreter. We will work with your provider to help find a sign language interpreter.

What if I do not speak English?

If you can not speak English, Magellan can help you. We will bring an interpreter onto the phone line. There is large print for you. There are audio and other formats for you. You should not have to provide your own interpreter.

We can also give paperwork in your language. We can help you switch to a provider that speaks your language. This is free. Call Magellan if you need help with any language service or paperwork at 1-800-424-4489.

What if I have trouble seeing?

Ask Magellan to give you paperwork that has large print. We will need a little time to get these things ready.

Rides to your appointments

Call your Healthy Louisiana Plan when you need a ride to your scheduled appointment.

Aetna Better Health	1-855-242-0802
AmeriHealth Caritas	1-888-756-0004
Healthy Blue	1-844-521-6941
Humana Healthy Horizons in Louisiana	1-800-448-3810
Louisiana Healthcare Connections	1-866-595-8133
United Health Care Community Plan	1-866-675-1607

Crisis Care

You can get this care when you have Louisiana Medicaid. We can provide this care to you and your family. You and your family can get help that is not at a hospital. (A crisis is like an emergency.) This will get help when you need it and where you need it. Contact your provider for help.

If you do not know how to get help during a crisis, call Magellan. Our phone number is **1-800-424-4046**. We can help with rides after a crisis.

If you are thinking about hurting yourself or someone else, you should:

- Get help right away by calling 9-1-1
- Go to the closest hospital
- Call the crisis hotline at 9-8-8
- Call us for free at **1-800-424-4489** any time, any day. We are here to help you.



Crisis Intervention

You can get help right away if you are having a bad mental health problem or a crisis. The crisis counselor will help you get the help you need and then work with you, your family, and your provider. You can get help at:

- a hospital emergency room
- a medical or behavioral health clinic
- where you live, work, or go to school

Crisis Stabilization

You and your family can get help when you have a bad behavioral health problem. This can keep you from having to go to a hospital or other type of place to get care. Talk to your Wraparound Facilitator about how to get this care.

Emergency

What is an emergency? This is when you think that you have to act fast or else you will have very bad health problems.

How do I get help in an emergency?

If you think you might have a bad health problem or you have been hurt:

- Call 911 for help, This includes emergency transportation -OR-
- Go to the closest hospital. You can use any hospital for emergency transportation even if you are in another city or state. You do not need to have an authorization before an emergency care.
- Contact the NurseLine at your Healthy Louisiana Plan. The NurseLine is available 24 hours a day, 7 days a week.

Aetna Better Health	1-855-242-0802
AmeriHealth Caritas	1-888-756-0004
Healthy Blue	1-844-521-6941
Humana Healthy Horizons in Louisiana	1-800-448-3810
Louisiana Healthcare Connections	1-866-595-8133
United Health Care Community Plan	1-866-675-1607

For Primary Health Concerns, contact your Healthy Louisiana Plan at 1-855-229-6848.

****For life-threatening situations, always call 9-1-1****

View the Member Handbook and Newsletter at MagellanofLouisiana.com

Plan Ahead

It often has hurricanes in the summer.

Hurricane season starts on May 15 and ends on November 30. Your family should be prepared for them by making a plan. The plan should be practiced before a hurricane comes our way.

You may hear talk about a hurricane watch or warning.



A watch means that a hurricane is likely in your area. A warning is more serious. It means that 74 miles per hour winds or higher might come to your area.

We depend on cell phones for phone numbers. Electric power is often the first utility to go out.

You should have a list of phone numbers written down. You should have that list ready in case the electricity goes out and stays out for a long time. You should get a list of shelters that

are close to your house. Write down the street addresses of the shelters. Your Wraparound Agency will check on you before the storm and after the storm.

Prepare a kit to take with you in case there is a hurricane watch for your area. Here is a list of things to put in your kit:

- bottled water
- snack foods and canned foods
- a manual can opener and spoons
- flashlight with extra batteries
- first aid kit
- cell phone charger
- baby wipes
- medicine
- soap
- radio that is not electric

Do you have pets?

Think about what you need to take care of the pets in case you have to leave your home.

