



Louisiana Coordinated System of Care

CSoC Member Newsletter

Do you need help to find a provider?

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

The screenshot shows the Magellan website's navigation bar with links for Home, Member Materials, Find a Provider, Community and Online Resources, Health and Wellness Library, and Fraud, Waste and Abuse. A sidebar on the left lists Member Materials, Find a Provider, Community and Online Resources, Health and Wellness Library, and Fraud, Waste and Abuse. The main content area features a banner with the text: "Life is full of twists and turns. A little bit of support can go a long way. Find a provider today." Below the banner is a search form with tabs for "Location" and "Provider Info". The form includes a dropdown for "Choose a Provider List:", radio buttons for "Search By" (Zip Code, Address, State/County), input fields for "Zip Code:" and "Distance:" (set to 5 Miles), and checkboxes for "Accepting New Patients" and "Gender:" (set to Choose a Gender). A note states: "Fields marked with an asterisk * are required."

Magellan of Louisiana has many providers in our network. Your Wraparound Facilitator, Child and Family Team, and Magellan can help you pick providers close to your home and give you information about them. The providers follow guidelines for treating our members and their families. Decisions are based on the care and service you need and your coverage.

View the Member Handbook and Newsletter at MagellanofLouisiana.com

NEW! Crisis Response Services for CSoC Members

You may be able to get new services. Mobile Crisis Response and Community Brief Crisis Support can now help you when you have a crisis. The services are not to be used instead of those you may already receive from Magellan. They are in addition to services that are included in your plan of care. Crisis response services are for members with urgent mental health distress.

Mobile Crisis Response is the first response to your emergency mental health needs. It provides relief, resolution, and intervention during the first phase of a crisis. It is provided when a member is having a psychiatric crisis until the member has sufficient relief and resolution, and the member can remain in the community and return to their CSoC plan of care or be linked to another service that is needed. The service provider is sent to you after a screening shows that this is the best service for you. Mobile Crisis Response services are available 24 hours a day, seven days a week. The service is provided face-to-face in your community or at a provider's office.

Community Brief Crisis Support is an ongoing crisis response that can be provided to you for up to 15 days. The purpose of this service is to ease your behavioral health needs, refer you to providers, and coordinate with local providers. It is a face-to-face service that is available 24 hours a day, seven days per week. The service is provided in your community and provides relief, resolution, and intervention while you remain in your home.



Spring is here!

Spring brings warmer weather, cool breezes, and time to spend doing your favorite outdoor hobby or activity. What is your favorite spring activity?

- Playing a game of baseball or soccer
- Picnicking
- Riding a bicycle
- Going to the nearest park
- Planting flowers or vegetables



Plan ahead—Summer is near!

Summer is a time to spend with family and friends. It is also a time when the warmer weather can bring hurricanes to our state.

Hurricane season starts on June 1 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 possible in your area. A warning is more serious. It means that 74 miles per hour winds or higher is expected to hit 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
- cell phone charger
- flashlight with extra batteries
- first aid kit
- baby wipes
- medicine
- soap
- radio that is not electric

Do you have pets?

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



Helpful Contact Information

Magellan of Louisiana

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

Questions about your Louisiana Medicaid eligibility?

Please call Louisiana Medicaid customer service at **1-888-342-6207, Monday through Friday, 8 a.m. to 4:30 p.m.** You can also take action on your Medicaid eligibility at any time at MyMedicaid.la.gov.



Attention Medicaid Members

 **KEEP YOUR COVERAGE**

Medicaid. Stay Covered.

ACT NOW! Visit healthy.la.gov



View the Member Handbook and Newsletter at MagellanofLouisiana.com

Important Phone Numbers



Healthy Louisiana Health Plan phone numbers:

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 Health Care Connections.....	1-866-595-8133
United Health Care Community Plan.....	1-866-675-1607

Rides to your appointments

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

Aetna Better Health.....	1-877-917-4150
AmeriHealth Caritas.....	1-888-913-0364
Healthy Blue.....	1-866-430-1101
Humana Healthy Horizons in Louisiana.....	1-844-613-1638
Louisiana Healthcare Connections.....	1-855-369-3723
United Health Care Community Plan.....	1-866-726-1472

You can also contact the **NurseLine at your Healthy Louisiana Plan**. The NurseLine is available 24 hours a day, 7 days a week. The phone number for your health plan's NurseLine:

Aetna Better Health.....	1-855-242-0802
AmeriHealth Caritas.....	1-888-632-0009
Healthy Blue.....	1-866-864-2544
Louisiana Health Care Connections.....	1-866-595-8133
Humana Healthy Horizons in Louisiana.....	1-800-448-3810
United Health Care Community Plan.....	1-877-440-9409

**For Primary Health Concerns, contact your
Healthy Louisiana Plan at the number above or call 1-855-229-6848.**

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