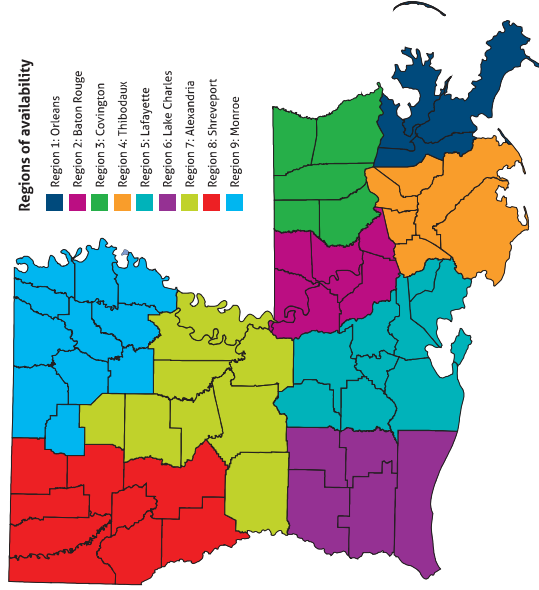


Wraparound Agencies (WAA) & Family Support Organization (FSO)

Every youth and family receiving care in CSoc will work with a person who coordinates their care. This is called wraparound facilitation. Wraparound Agencies (WAAs) are available in each region and support the family in planning and directing care.

The Family Support Organization (FSO) is staffed with trained people who are peers. They share the same experiences as parents and youth who are getting behavioral health services.

COORDINATED SYSTEM OF CARE



We are committed to helping children & families succeed by working together. Let us show you how we can help.



EMAIL US

lacsocinfo@magellanhealth.com



VISIT US ONLINE



CALL US

1-800-424-4489

(If you need help in another language, we will provide a translator at no cost to you).

Louisiana Relay (711)



Louisiana Coordinated System of Care (CSoc)

www.magellanoflouisiana.com
1-800-424-4489



What is CSoC?

The Coordinated System of Care (CSoC) helps children and youth ages 5 – 20 who have serious mental health and substance use challenges and are in or at-risk of out-of-home placement. It also helps their families. CSoC offers services and supports that help these youth return to or remain at home while they are being helped.

Four specialized services are available to CSoC Members:

- Parent Support and Training
- Youth Support and Training
- Independent Living/Skills Building
- Short Term Respite Care

Additional behavioral health services are available through Magellan such as crisis services and intervention, and home and community-based services.

Who's Right for CSoC

A child/youth between ages of 5-20 that:

- Has a DSM 5 diagnosis or exhibiting behaviors indicating a diagnosis may exist
- Meets clinical eligibility as determined by Child, Adolescent Needs and Strengths scale
- Is currently in an out of home placement or at imminent risk of out of home placement
- Is generally involved with multiple state agencies
- Is eligible for Medicaid or eligible based on clinical need

How to Make a Referral

Anyone can refer a child/youth to be screened for the CSoC services; however, the youth's parent/caregiver must be available during the screening process.

Call Magellan directly at 1-800-424-4489

You may also contact the child/youth's Healthy Louisiana Plan and they can connect you with Magellan to complete the referral.

- 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: 1-866-675-1607

If you are not sure to which plan you belong, call 1-855-BAYOU4U (1-855-229-6848) for assistance.

Positive Outcomes

The CSoC program successfully reduces the state's costs and improves outcomes for children and caregivers. Since 2012, over 24,890 children/youth have been enrolled in the program.

RESULTS

- **Keeping children in their communities**
100% of CSoC children are enrolled with a Wraparound agency providing intensive care coordination in a single plan of care.
- **Significant improvements in overall functioning**
91% of youth and families reported a positive overall satisfaction with CSoC (Magellan).
- **Decreased utilization of costly restrictive settings**
Only 6.8% of the children enrolled in CSoC spent any days in an inpatient hospital setting.

