

Louisiana Coordinated System of Care

CSoC Member Newsletter

Health Awareness

Spring and summer are fun times to be outside. Families may go camping, have picnics, go to the beach, or enjoy local events. These things are fun, but summer in Louisiana is very hot and humid. You must stay safe when you are outdoors. Here are some tips on how to stay safe:



Drink Lots of Water

Cheers to water! Water helps your body stay healthy. When it is hot and sticky outside, your body needs even more water. Carry water with you and take small sips throughout the day. This is a list of some of the signs that your body needs more water:

- Feeling confused.
- Feeling dizzy.
- Feeling that your mouth or skin is dry.
- Feeling very thirsty.
- Feeling tired or weak.
- Getting muscle cramps.

When your body loses more water than it takes in, you can feel sick. If you start to feel sick, get help from a doctor right away.



Stay Safe in the Sun

The sun can hurt your skin very fast. A sunburn hurts the skin cells, and too many sunburns can increase the chance of getting skin cancer when you are older. To prevent sunburn, use smart sun habits when you are outside.

- Wear a hat, sunglasses, and long sleeves if you can.
- Sit or play in the shade when possible.
- Try to stay inside when the sun is strongest in the middle of the day.
- Check to see if your medicines can make your sunburn worse.
- Put on sunscreen to protect your skin. For sunscreen, choose one that has SPF 30 or higher. This will help to protect you from the sun's rays. Choose a sunscreen that stays on when swimming or sweating. Put sunscreen on at least every 2 hours. Also put more sunscreen on right after you dry yourself with a towel, and after you sweat.

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



Keep Clean: Wash Your Hands

Crowded places can have lots of germs. Washing your hands helps keep you from getting sick. Wash your hands before and after eating. Wash your hands after using the bathroom and after touching things that many people have touched. Use a germ killer if you cannot wash your hands.



Be Careful Not to Fall

Watch where you walk so you don't get hurt. Falls can cause broken bones or head injuries.

To stay safe when you are outdoors, wear strong shoes like sneakers or boots. Do not wear flip flops or sandals. Look down and pay attention while walking.



Eat Foods That Give You Energy

Some foods taste good but are not very healthy. Your body needs healthy food to have energy. Healthy food helps you feel strong all day. Try to eat fruit and yogurt. Drink water with your meals. Eat fried foods less often.



Rest and Take Breaks

Fun days can be long. Do not forget to take breaks.

Get enough sleep. Sleep helps your body and mind. Your body heals more slowly when you do not get enough sleep.



Visit Your Doctor Each Year

See your main doctor every year. This helps to keep you healthy. Your doctor can answer questions and help with care. Setting a time to see your main doctor before you go back to school is a very good idea.

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**.

Facts about Magellan of Louisiana

You can learn more about Magellan of Louisiana, like:

- How Magellan of Louisiana is set up.
- How Magellan of Louisiana works and provides services.
- Where Magellan's main office is located.

These facts are on the Magellan of Louisiana website: <https://www.MagellanofLouisiana.com>

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

 **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

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

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
Humana Healthy Horizons in Louisiana	1-800-448-3810
Louisiana Health Care Connections.....	1-866-595-8133

**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****

Pharmacy Services

Pharmacy services are provided through your Healthy Louisiana plan.
Magellan does not manage these services.

Medicaid covers many medicines you may need. You may need to get an okay before you get some medicines.

View the Member Handbook and Newsletter at MagellanofLouisiana.com

Contact your Healthy Louisiana plan for help with:

- Prescription medicines
- Pharmacy questions
- Medicine approvals

If you are not sure what Healthy Louisiana plan you have, call 1-855-229-6848, Monday through Friday, from 8 a.m. to 5 p.m. You can also call Magellan at 1-800-424-4489, 24 hours a day, 7 days a week.

Louisiana 9-8-8 Helpline

Calling or texting 988 will connect you with staff who will provide free support if you are having mental health problems and need help. They will keep things that you talk about private. You can also **call 988** for substance use support, suicide prevention, concerns about a loved one, or if you just need someone to talk to. To chat online, visit chat.988lifeline.org.

Louisiana 2-1-1

This is a phone line that provides facts and helps you find resources for your daily needs and in tough times. You can **call 211** to get help. You can call 24 hours a day, seven days a week. Website: <https://www.Louisiana211.org>

What if I am deaf or hard of hearing?

If you are deaf or hard of hearing, your provider can get someone to sign for your visit. Your provider may have aids that can help you. This includes Computer-Aided Text, Written Materials, and Listening Devices. They will be free for you to use.

If you need someone to sign for you, call Magellan's Member Services. We will connect you with someone who signs. Contact us at 1-800-424-4489 (TTY 711). We will work with your provider to help find someone to sign for you. This is a free service.

What if I have trouble with my vision?

If you or a family member has trouble seeing this newsletter or other Magellan paperwork, ask Magellan for this paperwork in large print. When you request these items, Magellan will need a little time to get them to you. Large print, audio, accessible electronic formats, and other formats are available. This is a free service.

What if I speak a different language?

If you do not speak English, Magellan has staff and providers who can help you. A Member Services Representative will get an interpreter while you remain on the phone. There is no cost to you for this service.

It is your right to get care in a language you know. You should not have to provide your own interpreter. We can provide all paperwork in the language that you want. We can also help you get a provider who speaks a language other than English. Call Magellan's Member Services at 1-800-424-4489 if you need help with language services or materials. There is no cost to you for this service.



Notice of Nondiscrimination

Magellan follows federal civil rights laws.

We do not treat people differently because of:

- Race
- Color
- National origin
- Age
- Disability
- Sex

Free help is available from Magellan

Call 1-800-424-4489 TTY: 711

You can get:

- Interpreters
- Materials in other languages

Other Languages

English

ATTENTION: If you speak a language other than English, help is free of charge and is available to you. Call: 1-800-424-4489 (TTY: 711).

Spanish

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-424-4489 (TTY: 711).

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-424-4489 (телетайп: 711).

Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-424-4489 (TTY: 711)。

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-424-4489 (TTY: 711).

Arabic

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم ١-٨٠٠-٤٢٤-٤٨٩ (رقم هاتف الصم والبكم: ٧١١).

View the Member Handbook and Newsletter at MagellanofLouisiana.com

Nepali

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छन् । फोन गर्नुहोस्/टिक्वाइ: 1-800-424-4489 (TTY 711).

Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.
1-800-424-4489 (TTY 711) 번으로 전화해 주십시오.

Cambodian/Khmer

សូមយកចិត្តទុកដាក់៖ ប្រសិនបើអ្នកនិយាយភាសាផ្សេងក្រៅពីភាសាអង់គ្លេស សេវាជំនួយមានផ្តល់ជូនដោយឥតគិតថ្លៃ សម្រាប់អ្នក។ សូមទូរស័ព្ទទៅ៖ 1-800-424-4489 (TTY: 711).

ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្ម្មល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 1-800-424-4489 (TTY: 711).

French

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-424-4489 (TTY 711).

Burmese

သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် 1-800-424-4489 (TTY: 711) သို့ ခေါ်ဆိုပါ။

Haitian Creole

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-424-4489 (TTY: 711).

Portuguese

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-424-4489 (TTY: 711).

Bengali

লক্ষ্য করুনঃ যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন 1-800-424-4489 (TTY: 711).

Albanian

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-800-424-4489 (TTY: 711).

Gujarati

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નન:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-424-4489 (TTY: 711).

View the Member Handbook and Newsletter at MagellanofLouisiana.com

Thai

ข้อควรทราบ: หากคุณใช้ ภาษาอื่นที่ไม่ใช่ภาษาอังกฤษ เรามีบริการช่วยเหลือด้านภาษาจัดให้ ฟรี สำหรับคุณ ติดต่อ: 1-800-424-4489 (TTY: 711).

Pennsylvania Dutch

Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-800-424-4489 (TTY: 711).

Italian

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-424-4489 (TTY: 711).

German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-424-4489 (TTY: 711).

Polish

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-424-4489 (TTY: 711).