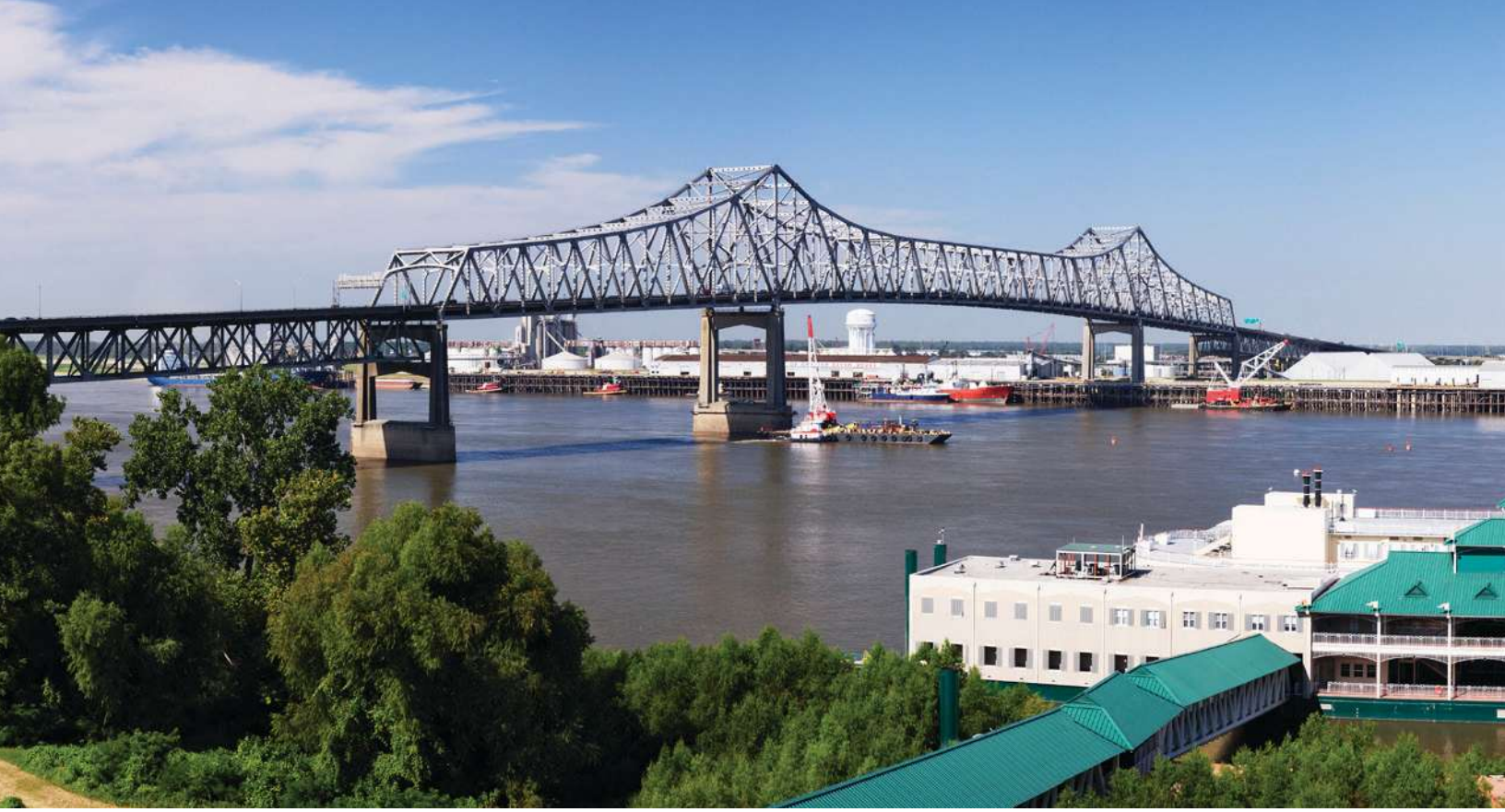


Coordinated System of Care (CSoC) Member Handbook

Call us for help at 1-800-424-4489. If you are deaf or hard of hearing, call 711 to use the Louisiana Relay Service.

Visit us online at www.MagellanofLouisiana.com

(Revised October 2025)

COORDINATED
SYSTEM OF CARE

Acknowledgement and Receipt

My Wraparound Facilitator gave a copy of the Louisiana CSoC Member Handbook to me. It has key information such as:

- My rights and responsibilities
- How to find providers
- How to get services
- How to contact Magellan and the Healthy Louisiana Plans
- Privacy policies

Signature of Member/Legal Guardian or Custodian Date

Relationship to the Recipient

Dear CSoC Member,

Welcome to Louisiana's Coordinated System of Care (CSoC) program. This program is for children and youth who need help with their feelings, thoughts, actions, and habits. The program helps children stay at home with their families and do well in school. We want to help them stay out of hospitals and treatment centers. The State of Louisiana is working with Magellan of Louisiana to provide this program.

Wraparound Agencies (WAAs) help set up care for children and youth in CSoC. Wraparound Facilitators from the WAAs coordinate CSoC services. Families in CSoC may also work with a Family Support Organization (FSO). An FSO has support workers who can help children, youth, and their families. The support workers have gone through similar trials. The WAA and FSO work together with you and your family to make a plan for you. This plan will include people who care about and support you and your family. Counselors, social workers, and other helpers may be part of your team. Friends, family, teachers, and others you know can also be on your team. You might already be getting help from other behavioral health providers. A CSoC member and their family can also get these services:

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

This CSoC Member Handbook can help you. It explains the services you can get through CSoC and how to get care. We want to make sure you understand the words in this handbook. A word list section at the back of the handbook explains what these words mean.

You can get another copy of this handbook by:

- Calling Member Services at 1-800-424-4489.
- Going to our website at www.MagellanofLouisiana.com.

If you have an emergency, get help right away. Call 911 or go to a hospital or emergency room. You do not need to call us first. You do not need Magellan's approval to get emergency care.

If you speak a language other than English, Magellan can help you. We have staff, providers, and interpreters who can speak with you in your language. These services are free. Contact Magellan at 1-800-424-4489. The Member Services worker or care manager will ask you to stay on the phone while they connect you with an interpreter.

Spanish:
Si usted habla un idioma distinto al inglés, Magellan cuenta con personal y proveedores que pueden ayudarle. También podemos ayudarle con servicios de intérprete. Estos servicios son gratuitos. Comuníquese con Magellan al 1-800-424-4489. El representante de servicios para miembros o el administrador de atención le pedirá que permanezca en la línea mientras contactan a un traductor.

Vietnamese:
Nếu bạn nói một ngôn ngữ khác ngoài tiếng Anh, Magellan có nhân viên và nhà cung cấp có thể hỗ trợ bạn. Chúng tôi cũng có thể giúp bạn với dịch vụ thông dịch. Các dịch vụ này là miễn phí. Hãy liên hệ Magellan theo số 1-800-424-4489. Nhân viên dịch vụ hội viên hoặc quản lý chăm sóc sẽ yêu cầu bạn giữ máy trong khi họ liên hệ với thông dịch viên.

Chinese (Simplified)
如果您说的是英语以外的语言 , Magellan 有工作人员和服务提供者可以帮助您。我们还可以为您提供口译服务。这些服务是免费的。请致电 Magellan : 1-800-424-4489。会员服务代表或护理经理会请您保持通话 , 同时联系翻译人员。

Tagalog
Kung ikaw ay nagsasalita ng ibang wika bukod sa Ingles, may mga kawani at tagapagbigay ang Magellan na makakatulong sa iyo. Maaari rin kaming tumulong sa mga serbisyo ng interpreter. Libre ang mga serbisyong ito. Makipag-ugnayan sa Magellan sa 1-800-424-4489. Hihilingin ng kinatawan ng serbisyo para sa miyembro o care manager na manatili ka sa linya habang kinokontak nila ang tagasalin.

Korean
영어 외에 다른 언어를 사용하시는 경우, Magellan에는 도움을 드릴 수 있는 직원과 제공자가 있습니다. 통역 서비스도 제공해 드릴 수 있습니다. 이러한 서비스는 무료입니다. Magellan(1-800-424-4489)으로 연락해 주십시오. 회원 서비스 담당자 또는 케어 매니저가 통역사를 연결하는 동안 전화를 끊지 말고 기다려 주시기 바랍니다.

Armenian
Եթե դուք խոսում եք անգլերենից բացի այլ լեզվով, Magellan-ում կան աշխատակիցներ և մատակարարներ, որոնք կարող են օգնել ձեզ: Մենք նաև կարող ենք օգնել թարգմանչական ծառայություններով: Այս ծառայությունները անվճար են: Կապվեք Magellan-ի հետ՝ 1-800-424-4489 համարով: Անդամների սպասարկման ներկայացուցիչը կամ խնամքի կառավարիչը կխնդրի ձեզ մնալ գծի վրա, մինչ նրանք կապվեն թարգմանչի հետ:

Farsi (Persian)
اگر شما به زبانی غیر از انگلیسی صحبت می‌کنید، ماژلان دارای کارکنان و ارائه‌دهندگانی است که می‌توانند به شما کمک کنند. همچنین می‌توانیم در زمینه خدمات مترجم شفاهی به شما کمک کنیم. این خدمات رایگان هستند. با ماژلان به شماره 1-800-424-4489 تماس بگیرید. نماینده خدمات اعضا یا مدیر مراقبت از شما می‌خواهد که روی خط بمانید تا با مترجم تماس بگیرند.

Russian
Если вы говорите на языке, отличном от английского, в Magellan есть сотрудники и поставщики услуг, которые могут вам помочь. Мы также можем помочь с услугами переводчика. Эти услуги предоставляются бесплатно. Свяжитесь с Magellan по телефону 1-800-424-4489. Представитель службы поддержки участников или менеджер по уходу попросит вас оставаться на линии, пока они связываются с переводчиком.

Japanese
英語以外の言語を話される場合、Magellanにはお手伝いできるスタッフや提供者がいます。また、通訳サービスのご利用も可能です。これらのサービスは無料です。Magellan (1-800-424-4489) までご連絡ください。会員サービス担当者またはケアマネージャーが通訳者に連絡する間、電話を切らずにお待ちいただくようお願いされます。

Arabic
إذا كنت تتحدث لغة غير الإنجليزية، فإن لدى Magellan موظفين ومقدمي خدمات يمكنهم مساعدتك. يمكننا أيضًا مساعدتك على الرقم 1-800-424-4489. سيطلب منك ممثل Magellan في خدمات الترجمة الشفوية. هذه الخدمات مجانية. اتصل بـ خدمات الأعضاء أو مدير الرعاية البقاء على الخط أثناء تواصلهم مع مترجم.

Punjabi (Gurmukhi)
ਜੇ ਤੁਸੀਂ ਅੰਗਰੇਜ਼ੀ ਤੋਂ ਇਲਾਵਾ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿੱਚ ਗੱਲ ਕਰਦੇ ਹੋ, ਤਾਂ Magellan ਕੋਲ ਅਜੇਹੇ ਕਰਮਚਾਰੀ ਅਤੇ ਪ੍ਰਦਾਤਾ ਹਨ ਜੋ ਤੁਹਾਡੀ ਮਦਦ ਕਰ ਸਕਦੇ ਹਨ। ਅਸੀਂ ਤੁਹਾਨੂੰ ਦੁਭਾਸ਼ੀਆ ਸੇਵਾਵਾਂ ਨਾਲ ਵੀ ਮਦਦ ਕਰ ਸਕਦੇ ਹਾਂ। ਇਹ ਸੇਵਾਵਾਂ ਮੁਫ਼ਤ ਹਨ। Magellan ਨਾਲ 1-800-424-4489 'ਤੇ ਸੰਪਰਕ ਕਰੋ। ਮੈਂਬਰ ਸੇਵਾਵਾਂ ਪ੍ਰਤੀਨਿਧੀ ਜਾਂ ਕੇਅਰ ਮੈਨੇਜਰ ਤੁਹਾਨੂੰ ਲਾਈਨ 'ਤੇ ਬਣੇ ਰਹਿਣ ਲਈ ਕਹੇਗਾ ਜਦੋਂ ਉਹ ਦੁਭਾਸ਼ੀਏ ਨਾਲ ਸੰਪਰਕ ਕਰਦੇ ਹਨ।

Cambodian (Khmer)
ប្រសិនបើអ្នកនិយាយភាសាផ្សេងក្រៅពីភាសាអង់គ្លេស Magellan មានបុគ្គលិក និងអ្នកផ្តល់សេវាដែលអាចជួយអ្នកបាន។ យើងក៏អាចជួយអ្នកជាមួយសេវាបកប្រែផ្ទាល់មាត់ផងដែរ។ សេវាទាំងនេះគឺឥតគិតថ្លៃ។ សូមទាក់ទង Magellan តាមលេខ 1-800-424-4489។ តំណាងសេវាសមាជិក ឬអ្នកគ្រប់គ្រងការថែទាំ នឹងស្នើឱ្យអ្នកនៅលើខ្សែទូរស័ព្ទ ខណៈពេលពួកគេចូលទំនាក់ទំនងជាមួយអ្នកបកប្រែ។

Hmong
Yog tias koj hais lwm hom lus tsis yog lus Askiv, Magellan muaj cov neeg ua haujlwm thiab cov neeg pabcuam uas tuaj yeem pab koj. Peb kuj tuaj yeem pab koj nrog kev txhais lus. Cov kev pabcuam no yog pub dawb. Tiv tauj Magellan ntawm 1-800-424-4489. Tus neeg sawv cev pabcuam tswvcuab lossis tus saib xyuas yuav hais kom koj nyob ntawm kab thaum lawv hu rau tus txhais lus.

Hindi
यदि आप अंग्रेज़ी के अलावा किसी अन्य भाषा में बोलते हैं, तो Magellan के पास ऐसे कर्मचारी और प्रदाता हैं जो आपकी सहायता कर सकते हैं। हम आपको दुभाषिया सेवाओं में भी मदद कर सकते हैं। ये सेवाएँ निःशुल्क हैं। Magellan से 1-800-424-4489 पर संपर्क करें। सदस्य सेवा प्रतिनिधि या केयर मैनेजर आपसे अनुरोध करेंगे कि वे अनुवादक से संपर्क करते समय लाइन पर बने रहें।

Thai
หากคุณพูดภาษาอื่นนอกเหนือจากภาษาอังกฤษ Magellan มีเจ้าหน้าที่และผู้ให้บริการที่สามารถช่วยเหลือคุณได้ นอกจากนี้ เรายังสามารถช่วยคุณในด้านบริการล่ามได้อีกด้วย บริการเหล่านี้ ไม่มีค่าใช้จ่าย กรุณาติดต่อ Magellan ที่หมายเลข 1-800-424-4489 เจ้าหน้าที่บริการสมาชิกหรือผู้จัดการดูแลจะขอให้คุณรอสายขณะที่พวกเขาติดต่อกับล่าม

We are happy to work with you and your family!

Thank you,

Member Services
Magellan of Louisiana, Inc.

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Welcome to Magellan of Louisiana

The Coordinated System of Care (CSoC) is a program that helps children and youth with serious behavioral health or substance use issues. It makes sure that children, youth, and their families make the best choices about the services and support they need. The goal is to help young people stay at home, do well in school, and get the support they need.

Support is crucial when dealing with behavioral health issues, including emotions, actions, and how a person copes. Examples of behavioral health issues are:

- sadness and worry that lasts a long time,
- trouble staying focused or still
- easily distracted,
- quick anger, and
- alcohol or drug abuse.

These problems can affect a person's well-being at home, school, and work. They can also affect how a person gets along with others.

Magellan works with the Louisiana Department of Health and Wraparound Agencies (WAAs). The Wraparound process brings CSoC members, their families, and others together as a team to support the member. Other team members who may be included are teachers, family friends, or other people who know the member.

This group of people is called the Child and Family Team. This team will meet to discuss the services the member needs and then create a Plan of Care that lists them. If you do not have a Plan of Care, you cannot get CSoC services.

Magellan and the Wraparound Agency will help you learn about treatment options and show you how to get help for you and your family. Your Healthy Louisiana plan will cover your physical health needs. These needs may include a broken arm, the flu, or other types of reasons that have you feeling sick.

Magellan provides great care to everyone we help. We believe that everyone can have a good life and bounce back from setbacks.

If you are in this program, you are a "member." This Member Handbook explains the services that members and their families can get and how to get them. You will receive a handbook from Magellan or the Wraparound Agency within 10 working days after you become a member or begin receiving services.

Magellan will help you.

Our goal is to make mental health and substance use treatment easier for children and youth.

Magellan will help you:

- learn about and get the services you need
- find a provider
- get answers to your questions
- get connected to the care you need

If you have problems, Magellan can help you:

- solve the problems
- file a complaint

How can I get help through Magellan?

Read this handbook. If you need it in Spanish, Vietnamese, or another language, we can get it for you. You will not have to pay for it.

Call us toll-free at 1-800-424-4489 anytime. You can call during the day or night on any day of the week. If you are deaf or hard of hearing, call 711 to use the Louisiana Relay Service. The Magellan Member Services team can help you learn about CSoC services. They can help you:

- Get a printed copy of the handbook.
- Get an interpreter or translator.
- Arrange a sign language interpreter for your provider visits at no cost.
- Get helpful tools like Computer-Aided Text, Written Materials, and Listening Devices.
- Get this handbook and other materials in large print.

You can ask for services by:

- Asking your Wraparound Facilitator to schedule a Child and Family Team meeting.
- Visiting our website at https://www.MagellanofLouisiana.com/about/talk-to-us/.
- Writing to us at: Magellan of Louisiana, Attention: Clinical Director, P.O. Box 83680, Baton Rouge, Louisiana, 70884.
- Sending an email to us at: LACSoCInfo@MagellanHealth.com.
- Calling Magellan Member Services toll-free at 1-800-424-4489.
- Magellan takes requests by phone and in writing.

Access to providers

You can get services when you need them.

If there is not a provider in our network who can help you:

- We will help find a provider for you.
- You will not have to pay for the services covered by Magellan.

This includes services you receive from providers outside the network when approved by Magellan.

Magellan can help you find providers who speak your language. We can also provide written materials in your language.

Read this handbook. If you need it in Spanish, Vietnamese, or another language, Magellan can help you. You can ask for this handbook in Spanish, Vietnamese, or other formats at no cost.

- Call Magellan at 1-800-424-4489 24 hours a day, seven days a week
- Go to our website at www.MagellanofLouisiana.com
- Send an email to LACSoCInfo@MagellanHealth.com

También puede recibir este manual en español y en vietnamita. Llame a Magellan y le podemos ayudar. O bien, puede tener acceso a este manual en otros idiomas en nuestro sitio web, www.MagellanofLouisiana.com.

Bạn cũng có thể nhận được sổ tay hướng dẫn này bằng tiếng Tây Ban Nha và tiếng Việt. Hãy gọi cho Magellan và chúng tôi có thể giúp bạn. Hoặc bạn có thể truy cập vào sổ tay hướng dẫn này bằng các ngôn ngữ khác trên trang web của chúng tôi tại www.MagellanofLouisiana.com.

Your access to behavioral healthcare

Your provider must:

- Tell you how to get help 24 hours a day, seven days a week.
- Tell you what to do if you need help after normal office hours.
- Make sure you can get care when they are not available. This means having an answering service with emergency phone numbers.
- Return your phone calls quickly and get you help in an emergency.
- See you within one hour of referral for an emergency. An emergency is a serious situation that could cause harm to your health or safety.
- Give you an appointment in no more than 48 hours if you have an urgent mental health or substance use concern. An urgent mental health concern is when there could be harm to your health or safety if you don't get help within 48 hours.
- Give you an appointment in no more than 14 days after referral for regular mental health or substance use services.
- Give you an appointment within seven days after you leave a hospital or inpatient treatment stay.
- Contact you if you miss or do not follow up with services that Magellan suggests for you.

You can call Magellan right away at 1-800-424-4489 if your provider cannot see you.

Helpful Contact Information

Help is available any time

Magellan of Louisiana Behavioral Health Crisis and Member Services: Call 1-800-424-4489. You can get help 24 hours a day, 7 days a week. Call for help on any day, at any time. Call 1-800-424-4489 if you:

- Need help finding services.
- Have questions about your care,
- Need help after hours,

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

You can email Magellan at: LACSoCInfo@MagellanHealth.com

You can send a fax to Magellan at 1-888-656-5704.

If you have an emergency, call 911.

For primary health concerns, contact your Healthy Louisiana plan:

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

Transportation

If you need a ride to a non-emergency appointment, please call your Healthy Louisiana plan:

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 Health Care Connections.....1-855-369-3723

Emergency

Call 911 or go to the closest hospital. You can use any hospital for emergency care, even if you are in another city or state. **You do not need Magellan's approval to get emergency care.**

If you have questions about signing up for a health plan, or if you did not get your Healthy Louisiana enrollment information, call 1-855-229-6848.

You can also find more information on Magellan's website, www.MagellanofLouisiana.com.

Transportation services

You may be able to get help with rides to your appointments. Transportation services are provided by your Healthy Louisiana plan. Magellan does not manage these services.

This service is called Non-Emergency Medical Transportation (NEMT).

To schedule a ride, call your Healthy Louisiana plan:

Aetna Better Health.....1-877-917-4150
AmeriHealth Caritas.....1-888-913-0364
Humana Healthy Horizons in Louisiana.....1-844-613-1638
Louisiana Health Care Connections.....1-855-369-3723

If you do not know which health plan you have or need help finding the phone number, call 1-855-229-6848, Monday through Friday, 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.

Pharmacy services

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

Medicaid covers many medicines you may need. Some medicines may need approval before you can get them.

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.

What is an emergency?

An emergency is when a person thinks they must act fast to prevent serious health problems.

How do I get help in an emergency?

If you think you might have a serious medical problem or have been injured:

- Call 911 for help. This includes emergency transportation OR

- Go to the closest hospital. You can use any hospital for emergency care, even in another city or state.

  For emergencies, you never need Magellan's approval. (42 CFR 438.114)

- Contact the **NurseLine** at your Healthy Louisiana plan. The **NurseLine** is available 24 hours a day, seven days a week.

  Aetna Better Health 1-855-242-0802
  AmeriHealth Caritas 1-888-632-0009
  Humana Healthy Horizons in Louisiana 1-800-448-3810
  Louisiana Healthcare Connections 1-866-595-8133

What should I do if I am in crisis?

A crisis means you need help right away.

Call 911
Call 911 if you are in danger.

Call or text 988
Call or text 988 to reach the Suicide and Crisis Lifeline.

Call the Louisiana Crisis Line
Call 1-855-242-2735

Call Magellan
Call 1-800-424-4489, 24 hours a day, 7 days a week.

What crisis services can I get?

Mobile crisis response
- A team comes to you
- Available 24 hours per day, 7 days a week
- Helps you stay safe at home

Behavioral health crisis centers
- Walk-in centers
- Open 24 hours a day, 7 days a week
- Short-term help in a safe place

Crisis stabilization
Short-term help in a safe setting

Follow-up crisis support
- Help after a crisis
- Connects you to ongoing care

What happens after a crisis?
You will get help to:

- Connect to ongoing services
- Stay safe and stable
- Work with your Child and Family Team to review your needs

What if I have an emergency when I am away from home?
You may need mental health and substance use treatment while you are away from home. Even when you are outside the state of Louisiana, you have the right to use any hospital or other place that gives emergency care. This is called "out-of-area care."

If you need emergency care when you are out of town:

- Go to the nearest hospital. You can use any hospital for emergency care, even in a different city or state.
- For emergencies, you never need Magellan's approval.

What do I do after the emergency is over?
Before you go home, the hospital or emergency provider will help you schedule a follow-up appointment. Magellan and your Wraparound Team can also help you get an appointment. Some services might need to be approved first.

Help is available any time
You can get help 24 hours a day, 7 days a week.

Call 1-800-424-4489 if you:

- Need help finding services
- Have questions about your care
- Need help after hours

If you have an emergency, call 911.

How to get services

Who can get CSoC services?

Children and youth who are five through twenty years old and have trouble with their feelings or have substance use problems may be able to get CSoC services. They will be checked to see if they can get the help they need.

The child or youth must live in a home or community. If they do not, they have 90 days to move into a home. If they do not, they will stop getting help from the CSoC program. They can be referred back to CSoC when they are about to go to their home or community.

How do I find out if I qualify for CSoC services?

Anyone can refer a child or a youth to CSoC.

- A child or youth aged 5 – 20 can be checked to see if they can benefit from CSoC.
- A child or youth aged 5 – 20 must consent to participate in CSoC.
- Call us at 1-800-424-4489 to make a referral.
- You can also contact the child or youth's Healthy Louisiana plan. The parent or caregiver must be on the phone when the referral is made. Magellan works with the Healthy Louisiana plans. This makes the eligibility check for CSoC a smooth process. Magellan's CSoC team can be contacted at 1-800-424-4489.

If you are unsure which Healthy Louisiana plan you are enrolled in, call 1-855-229-6848. They can help you. This call is free.

Review this handbook. If you need Spanish, Vietnamese, or any other language, we can get it for you. There will be no charge for the handbook.

Call us toll-free at 1-800-424-4489 for help. Call this toll-free member service number any time, 24 hours a day, seven days a week. If you are deaf or hard of hearing, call 711 to use the Louisiana Relay Service. Magellan member services staff will help you learn about the services that you might get. They can:

- Get a printed handbook or help you get an interpreter or translator to assist you in another language.
- Arrange a sign language interpreter to come to your scheduled visit with your provider at no cost.
- Get special aids like Computer-Aided Text, Written Materials, and Listening Devices.
- Get this handbook and other materials in large print.

There is no charge for these services. They are free.

You can request services by:

- Asking your Wraparound Facilitator to schedule a Child and Family Team meeting.
- Visiting our website at www.MagellanofLouisiana.com/about/talk-to-us/.
- Writing to us at: Magellan of Louisiana, Attention: Clinical Director, P.O. Box 83680, Baton Rouge, Louisiana, 70884.
- Sending an email to Magellan at: LACSoCInfo@MagellanHealth.com.
- Calling Magellan for help. 1-800-424-4489 is a toll free phone number. You will not be charged for making the call.

What are the services for CSoC members?

The child or youth may be able to get these services through Medicaid:

- visits with a psychiatrist
- psychosocial rehabilitation
- family therapy
- substance use treatment
- community-based services
- residential treatment
- psychiatric hospitalization

These services and more are explained on pages 38 – 46.

Specialized services for children

Youth enrolled in the Coordinated System of Care (CSoC) program can also get these support services:

- Wraparound Facilitation
- Parent Support and Training
- Youth Support and Training
- Independent Living and Skills Building
- Short-term Respite

What is the Coordinated System of Care (CSoC)?

The Coordinated System of Care (CSoC) uses the Wraparound model. This program helps children build on their strengths. It helps them stay at home, at school, and in their community. It builds a support team for the member. This is called the Child and Family Team. CSoC also tells the family about other programs that could help the member and their family.

Your Facilitator will listen to your story to find out what is important to your family. The Facilitator will also find out who will help support you. They will talk with you about the services and support that worked for you before, and how your life would change if you had the things your family needs.

Your Facilitator will explain the Wraparound Program to others who might be on your team. These can be people who help your family or provide services. They will be asked to join the Wraparound Team.

You can expect:

- To get a call from a Facilitator within 48 hours. The Facilitator will call to set up a time to meet with you and your family. The meeting will be in person and happen within seven calendar days.
- To give permission for the Facilitator to talk with team members.
- An assessment, a crisis plan, and a Plan of Care to be completed within the first month.
- To identify your family's strengths and needs.
- To be connected to providers and other programs that can help you in the community.
- Monthly face-to-face Child and Family Team meetings. This is to see if your Plan of Care is getting the results the Child and Family Team is working towards. There will be regular updates to the Plan of Care.
- Face-to-face reassessment to be completed every six months before the current waiver ends.

To help you learn about Wraparound, you can visit our website: www.MagellanofLouisiana.com/home/what-is-csoc/introduction-to-wraparound.

You can call us at any time, on any day, for information about CSoC. Our toll-free number is 1-800-424-4489. If you are deaf or hard of hearing, call 711 for the Louisiana Relay Service.

Every area in Louisiana has CSoC services. Call Magellan to learn about children's services in your area.

What to expect from Wraparound services?

The first Child and Family Team Meeting (CFTM) will happen within 30 days after the referral to CSoC. At the meeting,

The team will:

- Listen to your family's story and learn about what is hard for you right now.
- Learn what your family's goals are for the future.
- Find out what each team member likes to do and what special skills they have that can help the team.

You will:

- Write down the things you are most worried about so everyone can see your progress in future meetings.
- Think of new ideas to help meet your needs. You will then use them to solve problems.
- Make a written record of your strengths, needs, crisis issues, and ways to help.
- Allow team members to see your record.

In the monthly Child and Family Team Meetings, you can expect:

- Updates about the team's work and how things are going.
- To talk about any problems faced since the last meeting.
- Changes that might be needed to our plans based on what you share and any successes or issues that have come up.

Between Child and Family Team Meetings, you and the rest of the team will:

- Talk often to your Wraparound Facilitator.
- Expect someone to respond quickly in times of crisis.
- Expect emergency team meetings to happen within 72 hours of any crisis.
- Work on the things outlined in the plan.

How decisions about your services are made

We work with you and your Child & Family Team to decide what services you need.

Your services are based on:

- Your Child and Adolescent Needs and Strengths (CANS) assessment
- Your behavioral health assessment
- Your Plan of Care
- Your family's goals, needs, and priorities

Your Child and Family Team is led by your Wraparound Facilitator. The Child and Family Team creates your Plan of Care. This plan guides your services.

Magellan looks at this plan to make sure you get the right help, work toward your goals, and follow Medicaid rules.

Who requests services?

- For most services, your Wraparound Facilitator sends your Plan of Care to Magellan
- For hospital or crisis care, your provider calls Magellan

What is medical necessity?

Medical necessity means a service is needed to help keep you healthy and safe. The service should match your needs and support your Plan of Care. Your Plan of Care is created by your Child & Family Team. This plan helps guide the services and supports you get.

Do I have to accept CSoC services?

No. You can accept or refuse CSoC services. This is a state law. Before you choose to accept CSoC services, your Wraparound Facilitator will meet with you and:

- Explain that you can accept CSOC instead of going to a hospital.
- Explain CSoC services to you.
- Give you a list of providers in your area.

- Tell you about the providers that you picked.
- Tell you which services you may be able to get.
- Give you a copy of this handbook. It has vital facts such as your rights and responsibilities. The handbook also tells you how to find providers and file an appeal and grievance.
- Let you know to tell someone if you think that you or another CSoC member is being hurt, treated badly, or used in an unfair way.
- Tell you that you have the right to be safe and not to be kept in a room alone or harmed.

If you plan to accept CSoC services instead of going into a hospital, you must sign a "Provisional Plan of Care and Freedom of Choice Form." You can choose from Magellan in-network providers. There are some services that you can get only through the CSoC network. This gives your okay to get services. When you sign the form, you give the Louisiana Department of Health the right to see your records.

Magellan will help you find a provider near you.

Your Wraparound Facilitator, Wraparound Team, and Magellan can help you pick providers close to your home and give you information about them, such as:

- Name, address, and telephone number of your provider.
- If a provider is male or female.
- Special types of treatment they may offer.
- A provider who speaks your language.
- A provider of your ethnic background.
- A provider located on your bus route.
- Information on your provider's license or board certification.
- Where your provider went to school

You can call Magellan at 1-800-424-4489 anytime. We will help you find a provider. If you ask for a certain provider, we will try to make that happen. This may not be possible if:

- The provider does not offer the type of help you need.
- The provider is not taking on new members.
- The provider feels they cannot help with your needs.
- The provider does not meet all your needs.

You can find a provider on the Magellan of Louisiana website. Go to www.MagellanofLouisiana.com/for-members/find-a-provider/, then follow these steps:

- Click on the Location tab
- Use the drop-down under the Choose a Provider List to choose the service type.
- From there, enter your Zip Code, then the Distance from your Zip Code
- Scroll to the bottom of the form and click on the Search button

You can also call Magellan at 1-800-424-4489 anytime to request a paper directory.

How do I make, change, and cancel appointments?

After you decide on a provider you want to see, your Wraparound Facilitator will help you make an appointment. You can also contact the provider and make an appointment. You will want to tell your Wraparound Facilitator the provider's name so the provider can be added to your Plan of Care and included in your Wraparound team.

If you need to change or cancel an appointment with a provider, contact them. It is important to tell your provider as soon as you know that you cannot keep the appointment. If you need help making or changing appointments with your provider, your Wraparound Facilitator can help you.

What if I am deaf or hard of hearing?

If you are deaf or hard of hearing, your provider can get a sign language interpreter for your scheduled 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 an interpreter, call Magellan Member Services. We will connect you with an interpreter. Contact us at 1-800-424-4489 (TTY 711). We will work with your provider to help find a sign language interpreter. This is a free service.

What if I speak a different language?

If you speak a language other than 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. Information is available in large print, audio, accessible electronic formats, and other formats.

It is your right to get care in a language you understand. You should not have to provide your own interpreter. We can provide your handbook and all paperwork in the language that you want. We can also help you get a provider who speaks a language other than English. Call 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.

What if I have trouble with my vision?

If you or a family member has trouble seeing this handbook or other Magellan paperwork, ask Magellan for these materials in large print. When you request these items, Magellan will need a little time to get them to you.

How can I find help when the providers don't offer the services I need? If you need services that no provider in the Magellan behavioral health network can offer, we will:

- Work with an "out-of-network" provider to make sure you get the services you need.
- Make sure the provider will meet the same standards as those who are in our network.
- You will never pay extra for these approved services.
- Let you choose a provider if there are two or more that offer the service.

How do I change providers?

If you are not happy with your provider, you can talk to your Wraparound Facilitator or call Magellan Member Services at 1-800-424-4489 to talk about what to do. You can see a new provider that is contracted with Magellan at any time. You must sign a "Freedom of Choice" form. This lets Magellan know that you chose the new provider of your own free will. Be sure to call your old provider to cancel any appointments.

After you pick a new provider, your Plan of Care will be changed. It will have the new provider's information. You can start to see the new provider shortly if there are no safety concerns.

If you say it is okay in writing, the provider you saw before can talk with your new provider. They will share facts about your behavioral health care. Magellan will help walk you through this.

You can see a provider who is farther away from you. If you do this, you might have to pay to get to and from their office.

There are some services that you can get only through the CSoC network.

How can I get information about clinical tests and care research that might help me?

Magellan can give details on medical tests and studies that might be helpful for you. If you need this, call Magellan at 1-800-424-4489.

How do I get a second opinion?

If you need a second opinion, we will help you get one.

- We will help you find a provider. If we cannot find one contracted with Magellan, we will work with a provider that is not. We want to help you talk to another provider so you can feel sure about your care.
- You will not pay to talk with the other provider.
- If more than one provider can help, you can pick from at least two.

What happens if I move?

If you move, you will need to tell your Wraparound Facilitator, providers, and Magellan right away. You may need to change to a new provider if you move outside your service area. We want to be sure you keep getting your services and medicine. Please:

- Call Magellan, your Wraparound Facilitator, or your provider to help you find a new provider.
- Sign a Release of Information Form so your old provider can send your records to the new provider.

What if I am still not sure how to get services?

Magellan wants to make it easy for you to get services. We want your family and others who care for you to be involved. Please call us for help (such as getting care authorized) anytime at 1-800-424-4489. You can call 711 to use the Louisiana Relay Service.

You can also write to us to request services. Write to:

Magellan of Louisiana
P.O. Box 83680
Baton Rouge, LA 70884-3680

Many new things have been added to the CSoC program. Find out more at www.MagellanofLouisiana.com.

What if I am not happy with the way I have been treated by Magellan or a Provider, or with a decision made by Magellan about services?

The issues are handled in one or two ways. If you are not happy with the way you have been treated or if you think your rights were not respected, you can file a grievance. If you do not agree with a plan Magellan made about services or payment, you can file an appeal.

The next page will tell you how to file a grievance or an appeal. Magellan can help you file a grievance or appeal. Please call Magellan at 1-800-424-4489 or call 711 to use the Louisiana Relay Service. Tell the Magellan Member Services staff that you want help with a grievance or appeal.

How decisions about your services are made

How are decisions made about my services?

Magellan will work with you and your Child & Family Team to decide what services you need.

Your services are based on:

- Your Child and Adolescent Needs and Strengths (CANS) assessment
- Your behavioral health assessment
- Your Plan of Care
- Your family's goals, needs, and priorities

Your Child & Family Team is led by your Wraparound Facilitator and creates your Plan of Care. This plan guides your services.

This section tells how decisions about your service are made and how they support federal rules.

Magellan reviews this information to make sure services:

- Meet your needs.
- Help you reach your goals.

- Follow Medicaid rules.

Who requests services?
For most services, your Wraparound Facilitator sends your Plan of Care to Magellan.

For hospital or crisis care, your provider calls Magellan.

What is medical necessity?
Medical necessity means the service:

- Is needed for your health or safety
- Matches your needs from your assessments
- Supports your Plan of Care

Your Plan of Care, developed by your Child & Family Team, is the main guide for your services.

How providers are paid

Magellan does not reward providers for denying services.

Providers are paid to give you the care you need.

Decisions about your care are based on:

- Your needs
- Your assessments
- Your Plan of Care

Disenrollment from the CSoC Program

What does it mean to leave the CSoC program?

The Coordinated System of Care (CSoC) program helps children, youth, and families. Sometimes, a member may need to leave the program. This is called "disenrollment."

This section tells why a member may leave the program and what happens next.

When does a member leave the program?

A member leaves the program when one of the reasons listed below happens. Sometimes, the member leaves the program automatically.

- **Moved out of state:** If the member moves out of Louisiana, they will leave the program automatically.
- **Death:** If the member passes away. Discharge happens automatically.
- **Clinical ineligibility:** If the CANS assessment shows the member no longer qualifies for CSoC services, they will leave the program on the assessment date. Magellan will send a letter with this date. You can see the Appeals and State Fair Hearing section to learn more.
- **Voluntary request:** A parent or legal guardian may choose to remove a member from the program by signing a form. The member will leave the program on the date listed in Magellan's letter.

What could cause a member to leave the program?

Sometimes, Magellan will send a letter stating that the member may leave the program in 14 days. If things change before then, the member may be able to stay in the program.

- **In jail or prison:** If the member is in jail or prison for 30 days in a row, they may have to leave the program. If the member returns to a home or community setting before the discharge date, the caregiver should contact the Wraparound Agency right away. Then, the member can stay in the program.
- **No contact:** If the member or caregiver does not have an in-person meeting with the Wraparound Agency for 60 days in a row, the member may have to leave the program. If the caregiver or member meets with the Wraparound Agency before the discharge date, the member can stay in the program.
- **Missed reassessment:** The member must have a clinical reassessment every 180 days. If this does not happen, Magellan will send a letter. If the reassessment is completed before the discharge date and shows that the member still qualifies because of their mental health needs, they can stay in the program. The reassessment must be completed by a Licensed Mental Health Professional (LMHP).

- **Living situation:** If the member lives in a place that is not a home or community setting, like a hospital, residential treatment facility, nursing home, or group home, for more than 90 days in a row, they will have to leave the program. If the member returns to a home or community setting before the discharge date, the caregiver should contact the Wraparound Agency. The member can stay in the program if that happens.
- **Age:** CSoC serves children and youth who are ages 5 through twenty. A member leaves the program when they turn twenty-one. Magellan will send a letter 14 days before the member's 21st birthday. The discharge date is the day before the member's birthday.

How can you keep CSoC services?

To help stay in the program:

- **Meet with your Wraparound Agency:** Keep regular in-person meetings with your Wraparound Agency. Before contacting Magellan, they will try to reach you three times on different days.
- **Reassessment:** Make sure the clinical reassessment is completed every 180 days. The Wraparound Agency will try at least two times to schedule the reassessment before notifying Magellan. Reassessments can be completed up to 45 days before they are due.

If you have any questions or need help, call your Wraparound Agency or Magellan at 1-800-424-4489. We are here to help you keep your services whenever possible.

Appeals and grievances

What is a grievance?

A grievance means you are unhappy with:

- Magellan.
- A provider.
- The way you were treated.

You can file a grievance at any time.

What is an appeal?

An appeal means you disagree with a decision about your services.

You can file an appeal if we:

- Deny a service.
- Reduce a service.
- Stop a service.

How do I file a grievance or appeal?

You can:

- Orally by calling Magellan at: 1-800-424-4489, TTY: 1-800-846-5277
- In writing by mail, fax, email, or online to Magellan at:
- Mail a letter to:

  Magellan of Louisiana
  Attention: Grievance and Appeals
  P. O. Box 83680
  Baton Rouge, LA 70844-36805

- Send a fax to Magellan: 1-888-656-4102
- Send an email: LACSoCAppeals@MagellanHealth.com
- Submit a request online through the Magellan website: www.MagellanofLouisiana.com/for-members/member-materials/grievances-appeals/
- Complete an Appeal Form from the Magellan website: www.MagellanofLouisiana.com/documents/2021/04/member-appeal-form.pdf/

Magellan will help you.

How long does it take?

- If you want someone to file a grievance or appeal for you, you need to give that person permission in writing.
- Grievances take up to 30 calendar days
- Appeals take up to 30 calendar days

Can I get a faster appeal?

Yes. You can ask for a faster appeal if waiting could put your health or safety at risk.

Keeping your services during an appeal

Can I keep my services during an appeal?

This applies only to appeals, not grievances: You may be able to keep getting services while Magellan reviews your appeal if:

- You ask for an appeal within ten calendar days of the decision letter.
- Your provider says you still need the service.
- The service was already approved.

What if I do not agree with the appeal decision?

You can request a State Fair Hearing.

What can you do if you think Magellan made a mistake about your Eligibility Appeal?

If you think the decision was wrong, you can ask for a State Fair Hearing. A State Fair Hearing lets another group review the decision. The letter will tell you how to file for a State Fair Hearing. If you want someone to file a State Fair Hearing for you, you need to give them written permission.

How do you ask for a State Fair Hearing?

You can ask for a State Fair Hearing by phone, fax, mail, or online:

- Phone: 225-342-5800
- Fax: 225-219-9823
- Mail the State Fair Hearing request to:

  Division of Administrative Law – Health and Hospitals Section
  P.O. Box 4189
  Baton Rouge, LA 70821-4189

- Online: www.adminlaw.state.la.us/HH.htm

How long does it take to decide my State Fair Hearing?

Most decisions are made within ninety (90) days after you ask for a State Fair Hearing.

How do you continue services during a State Fair Hearing?

You may be able to keep getting services while your State Fair Hearing request is being reviewed if:

- You ask in writing to keep your services within ten (10) calendar days of the date on the notice.

- Your doctor says you still need the services.
- You ask for the hearing before your services end.

If all three of these things happen, you may be able to keep receiving your services until a decision is made.

Privacy policies

Magellan wants to protect your privacy. There are rules that say who can look at a member's health record. It may be a good idea to share this part of the handbook with family and friends.

Is my mental health record kept private?

Yes. Magellan follows all state and federal rules to keep your records safe. We keep your health record private. We usually do not share it unless you say it is okay.

Sometimes we use your health record to help pay for your care. We also use your record to provide your treatment and to run our program. Sharing your health record can be helpful...

- You may need to give a written okay.
- You can sign a Consent to Release Form. This form states that your medical records, or parts of them, may be given to someone you name on the form.
- For more information about the Consent to Release Form, contact Magellan at 1-800-424-4489 or call 711 to use the Louisiana Relay Service. You can contact Magellan any time during the day or night. You can also contact Magellan on any day of the year.

Sometimes you don't need to give us the okay to share your health record. This could include sharing your health record with:

- Providers and others who provide services.
- Your medical primary care doctor.
- State agencies that help with your treatment.
- Your health plan.

When can your information be shared?

- There are times when Magellan can release your information without asking you first. This happens when you break the law or say you might. Magellan must call the police.
- Magellan must let the person know if you say you are going to hurt someone so the person can stay safe. Magellan must also call the police.
- Magellan also needs to tell the police if they think a child or youth is being hurt or not taken care of properly.
- Magellan must try to keep you safe. We might need to talk to people who care about you or other service providers. We only tell them what they need to know to keep you safe.

Member rights and responsibilities

Member Bill of Rights

Members have rights and responsibilities. Your rights are important. Your Wraparound Facilitator will explain your rights and responsibilities before you say okay to CSoC services. Providers must tell you about your rights during your first visit.

As a member, you have the right to:

- Be treated with kindness and respect, and have your privacy protected.
- Get information about Magellan, services, treatment, and providers in a way that is easy to understand.
- Get services in your community or home setting.
- Be safe and not held back in your community or home setting.
- Get help with organizing your care.
- Get information in a language you understand and translated at no cost to you.
- Ask for information in other formats.
- Get help when making choices about your care. This includes getting a second opinion or saying no to care you do not want.
- File a complaint or grievance about:
  - Magellan.
  - A provider.
  - The care you get.
- Appeal a decision made by Magellan if you do not agree with it.
- Use your rights without worrying about being treated differently by Magellan or its providers.
- Get help that meets the standards of the Americans with Disabilities Act.
- Help decide which treatments are right for you, no matter how much they cost.
- Be treated with respect and be free from harmful or unfair treatment.
- Share your thoughts about the Rights and Responsibilities Policy.
- Get a copy of your medical records. Federal privacy rules may apply.
- Ask to correct or update your medical records if something is wrong.
- Get information that the law says you should get. Title 42, CFR, Section 438.10, is the law. It describes how members must get information.
- Get health care services that the law says you should have. Title 42, CFR, Sections 438.206 through 438.210 are the laws. These laws help make sure:
  - You can get the services you need.

  - You get good care.
  - Services are approved when needed.
- Say no to any medical service or treatment if it goes against your religious beliefs, unless a court says you must have the service.
- Saying no would be dangerous for you or other people.

Your right to information

You can find out more about your rights and responsibilities on this website: www.MagellanofLouisiana.com.

If you have questions or ideas about this information, please call Magellan at 1-800-424-4489 or call 711 to use the Louisiana Relay Service.

How to get this information
You can ask for this information at any time.

You can get it:

- By phone: Call 1-800-424-4489 or call 711 to use the Louisiana Relay Service
- In writing:
  - Mail the request to:
    Magellan of Louisiana
    P.O. Box 83680
    Baton Rouge, LA 70884
  - Fax the request to: 1-888-656-4102
  - Email the request to: LACSoCInfo@MagellanHealth.com

All information is free.

Your responsibilities as a member

As a member, you have the responsibility to:

- Try your best to know and understand your provider's rules and procedures.
- Treat the people who care for you with respect.
- Call your provider if you have any questions.
- Give information to your providers that they need to take care of you.
- Follow instructions and rules from your providers.
- Ask questions if you do not understand something and tell your providers if you have trouble following your treatment plan.
- Help set treatment goals that work for you.
- Know the name of your provider or case manager.

- Call your Healthy Louisiana plan if you lose your Medicaid ID card. If you do not know your plan, call the Healthy Louisiana Line at 1-855-229-6848 for help.
- Stay in touch with your Wraparound Facilitator.
- Complete your assessments on time.
- Keep your appointments and attend any follow-up visits.
- Tell your providers and main doctor if there are changes to your medicine.
- Let your providers know before your appointment if you need to cancel.
- Follow the grievance and appeals process in this handbook if you do not agree with a provider or Magellan.
- Make healthy choices and stay away from things that are not good for your health.
- Report suspected abuse and/or fraud. Call Magellan's Special Investigations Hotline at 1-800-755-0850 or email SIU@MagellanHealth.com. You do not have to give your name.

You can get the most from your Wraparound services by:

- Building positive relationships with your team members and the community (Engagement Principles),
- Learning from challenges and bouncing back from setbacks. (Resilience principles)
- Focusing on what you can do best (Strength-Based Practice).

What is Consent to Treatment?

It means you have the right to say yes or no to services. This is a state law. You also have the right to choose your providers and the services you get. Your Wraparound Facilitator will provide you with a list of service providers in your area to use. They will work with you to pick the providers and services you need.

Once you pick a provider and service, the provider may need you to sign a form or say okay to "Consent to Treatment" before they work with you. This signed form authorizes the provider to provide you with services. When you sign the Consent to Treatment Form, you give the Louisiana Department of Health the okay to see your records.

You can choose to get a service or not get a service at any time. For example, if your provider thinks medicine may help you, they will tell you about the benefits and risks. They will also ask you to sign a Consent to Treatment Form, or you may tell them it is okay if you want to take the medicine.

What is an Advance Directive?

You have the right to make an Advance Directive. An Advance Directive is a form you complete to tell providers the kind of care you want. Providers look at this form if you are too sick to decide about your care.

A *Medical Advance Directive* tells your doctor about the care you want if you cannot speak for yourself because of a medical problem.

A *Mental Health Advance Directive* lets a behavioral health provider know a person's wishes about their care. The person fills it out when they are feeling well. It explains what you want to happen if you are not able to make decisions about your care.

A *Mental Health Care Power of Attorney* is a written form. It lets adults choose another adult to make treatment decisions for you if you cannot make them yourself.

Tell your family and providers if you have an Advance Directive. Give copies to:

- All providers that care for you. This includes your primary care doctor.
- People you name as a medical or mental health care Power of Attorney.
- Family members or trusted friends. They can help your providers make choices for you.

Call Magellan Member Services at 1-800-424-4489 if you need help filling out an Advance Directive.

You have the right to create an Advance Directive. A provider may sometimes choose not to follow it because of their personal beliefs. This does not happen often. If it does happen, the provider must give you written rules that:

- Explain why the facility and its providers do not agree.
- List the law that allows them not to follow it.
- Explain the medical conditions affected.

Grievances about refusals of Advance Directives

You have the right to make decisions about your health care. This includes the right to create an Advance Directive.

An Advance Directive tells others what care you want if you cannot speak for yourself.

Magellan will:

- Respect your decisions.
- Not treat you differently if you do or do not have an Advance Directive.

If you think a provider does not follow the rules for Advance Directives, you can file a grievance with the Louisiana Department of Health and/or Magellan. Your provider is not allowed to treat you badly if you have or do not have an Advance Directive. They cannot treat you badly if you file a grievance about saying no to Advance Directives.

If you have questions about Advance Directives, you may contact:

- Magellan at 1-800-424-4489.
- The Mental Health Advocacy Service at 1-800-428-5432 -OR-

- Louisiana Department of Health at:

  Health Standards Section
  P.O. Box 3767, Baton Rouge, LA 70821
  Phone: 225-342-0138
  Fax: 225-342-5073
  Email: hhs.mail@la.gov

All information is free.

What is fraud, waste, and abuse?

Members need to use behavioral health services properly. It is called "fraud" if a member or provider is not honest. This may happen when a provider bills for counseling sessions that never happened.

Waste is when a member or provider uses time without it helping the member. An example of this is when a provider gives the same service every week after the Plan of Care shows the goal has been met.

Abuse is when someone uses services the wrong way or gets services they do not need. An example of abuse is when a provider schedules more visits than the member needs. The provider is doing this to get more payments.

You can lose your Medicaid benefits if you use your Medicaid ID card the wrong way. This includes giving or selling your card to other people.

Fraud and abuse are serious crimes. People who do them can get in big trouble with the law.

What to do about fraud, waste, and abuse

If you think someone is doing something wrong, like fraud, waste, or abuse:

- Call Magellan's Special Investigations Unit at 1-800-755-0850 or email SIU@MagellanHealth.com -OR-
- Call Magellan's Corporate Compliance Hotline at 1-800-915-2108 or email Compliance@MagellanHealth.com -OR-
- There are several ways you can let the Louisiana Department of Health know so they can look into it and take quick action:

  Call
  - Toll-free 1-800-488-2917 for Provider Fraud complaints.
  - Toll-free 1-888-342-6207 for Recipient Fraud complaints.

  Online
  - Go to http://ldh.la.gov/index.cfm/form/22 for Provider Fraud Complaints.
  - Go to http://ldh.la.gov/index.cfm/form/23 for Medicaid Recipient Fraud complaints.

Mail

- Send your provider fraud complaint form in the mail to:

  Gainwell Technologies
  SURS Department
  8591 United Plaza Blvd., Baton Rouge, LA 70809

- Send your Medicaid Recipient fraud complaint form in the mail to:

  Louisiana Department of Health
  Customer Service Unit
  P.O. Box 91278, Baton Rouge, LA 70821-9278

Fax

- Send Provider Fraud complaints to 225-216-6129.
- Send Medicaid Recipient Fraud complaints to 225-389-2610.

You will not have to give your name when you report fraud, waste, or abuse.

More information about the behavioral health care services offered

There are many ways to get help with your feelings, emotions, and behavior. In Louisiana, you can find these services in many places. The list below explains the types of help that Louisiana Medicaid may pay for. To get these services paid for, providers usually must show Magellan that you need them. If you need help right away, this approval is not needed.

Sometimes you might need help that is not easy to find or not in this guide. However, this rule does not apply to crisis services (see below). If a crisis happens, call us. We will help you get the care you need.

Magellan uses clear rules to make decisions about your care. These rules help decide what kind of service you need and how long you may get them. All Magellan providers follow the same rules. Magellan staff and providers do not get a reward for saying no to your benefits or services.

When you are looking for help with behavior and substance use, tell your Wraparound Facilitator or Magellan if you have special needs. We will work to help you get the care that is right for you.

Our services are free. You never have to pay for services we set up for you. The Medicaid Program pays for these services. Your Magellan provider cannot charge you for any services we approve. If Magellan and a network provider do not agree about whether you need certain services, your provider cannot charge you for those services.

A member, family member, Wraparound Facilitator, provider, or member advocate can call the Magellan Customer Service Department anytime, 24 hours a day, 7 days a week, to get help finding a network provider.

What kinds of behavioral health services can you get?

You can get these services when you have Louisiana Medicaid. You can get the services through Magellan. For more information about the services, go to www.lamedicaid.com/provweb1/providermanuals/manuals/BHS/BHS.pdf.

Youth: LA-Crisis Response Systems

Members and families can get help from outpatient services during a crisis. This means not in a hospital. A crisis is like an emergency. This helps people get the care they need when and where they need it. If you are already in treatment and have a crisis, you should contact your provider for help.

If you do not know how to get help during a crisis, call Magellan. We will help you find a crisis provider. Call 1-800-424-4489. Magellan can also help with follow-up care after a crisis.

If you have thoughts about hurting yourself or others, you should:

- Get help right away by calling 911.
- Go to the nearest hospital for emergency care.
- Call or text a crisis hotline like the 988 Suicide and Crisis Lifeline at 988. For online chat, visit https://chat.988lifeline.org/. The Lifeline chat service provides free and confidential support 24 hours a day, 7 days a week.
- Call the Louisiana Crisis Hub at 1-855-242-2735. It is a free service. You can talk with someone who can connect you with the care you choose in your area.

Information about the behavioral health and substance use crisis services that Medicaid covers:

Crisis Intervention

You can get help right away if you are having a serious mental health problem or a crisis. A crisis counselor will help you get the care you need and will work with you, your family, and your provider. You may get this service at:

- A hospital emergency room.
- A medical or behavioral health clinic.
- Your home, where you work, or where you go to school.

Crisis Stabilization

This means that young people and their families can get help when there is a serious behavioral health problem. These services can help prevent the need to send the young person to a hospital or other facility. Talk to your Wraparound Facilitator about how to get this service.

Mobile Crisis Response Services

Mobile crisis response services are there to help you when you have an urgent mental health or substance use crisis. You can call for mobile crisis services at any time of the day or night and even on the weekends. These services are available 24 hours a day, seven days a week. You will begin to get the service within one hour of your call for help if you live in an urban area or within two hours of your call if you live in the country. These services will help you during the first 72 hours of your crisis so that you can feel better and stay in your home. They will help you until you feel safe and can go back to your regular CSoC services. This might include getting a higher level of help if needed.

Community Brief Crisis Support

This service is here to help you feel better and find the help and care you need during a crisis. You will need your Healthy Louisiana plan, the Mobile Crisis Response Unit, or a Behavioral Health Community Crisis Center to call Magellan to arrange the care you need. These services help during a crisis and can last up to 15 days. They offer support and help by keeping you at home or in the area where you live. This includes calming down urgent problems and finding the right care.

Post-Stabilization Care

What it means

Post-stabilization care is the medical help your child may need after an emergency. Once your child is stable, these services keep them safe and may help them get better. We work with the hospital to arrange your follow-up care before you leave.

Who pays for this care?

Magellan, your health plan, pays for this care if:

- A Magellan-approved doctor or staff member gives the okay.
- The care is needed right away to keep your child stable and is given within one hour of asking Magellan for the okay.
- Magellan does not answer within one hour, cannot be reached, or if your doctor and the Magellan-approved doctor do not agree. In that case, your doctor may keep treating you until a doctor who is okayed by Magellan is reached.

You will not pay more than you would if you used a Magellan provider. If you are admitted to the hospital, normal costs like copays may apply. (42 CFR 438.114c)

For emergencies, you never need Magellan's approval.

Inpatient services

The member must be in a hospital when getting these services.

Inpatient Psychiatric Services

This type of care is provided in a hospital. The staff helps you with therapy to treat your symptoms. Doctors work with you to find out if medicine may help you. You should go to your follow-up appointments after you leave the hospital. You should have your first follow-up visit within seven days of leaving the hospital, or even sooner if needed.

Medically Managed Intensive Inpatient Withdrawal Management

This hospital care is for people who need 24-hour medical support to help them safely stop using drugs or alcohol.

Utilization Management

Magellan has a program that makes sure members get the care they need. It checks if someone should stay in the hospital and keeps checking to see if they still need to be there.

Traditional outpatient services

These services are provided by Licensed Mental Health Professionals who are licensed by the State of Louisiana and can be:

- Medical Psychologists,
- Licensed Psychologists,
- Licensed Master Social Workers (LMSWs),
- Licensed Clinical Social Workers (LCSWs),

- Provisionally Licensed Professional Counselors (PLPCs),
- Licensed Professional Counselors (LPCs),
- Provisionally Licensed Marriage and Family Therapists (PLMFTs),
- Licensed Marriage and Family Therapists (LMFTs),
- Licensed Addiction Counselors (LACs), and
- Advanced Practice Registered Nurses (APRNs).

Outpatient Psychiatric Services

These services are for members who need help with their mental health or support during life changes. You and your counselor or social worker will usually meet once a week. This "talk therapy" can help you feel better and support your recovery.

Outpatient services can include:

- Individual outpatient psychotherapy
- Family outpatient psychotherapy
- Group outpatient psychotherapy
- Mental health assessments
- Psychiatric evaluations

Medication Management

A psychiatrist (a medical doctor who specializes in mental health) or a nurse practitioner will talk with you about your symptoms. They will help decide if medicine might help you feel better and may prescribe medicine if needed.

Psychological Testing

A licensed psychologist will ask you questions or have you complete activities and tasks. This helps them understand strengths, needs, and any challenges you may be facing.

Transcranial Magnetic Stimulation

Transcranial Magnetic Stimulation (TMS) may help members aged 18–20 who have been very, very sad and have not improved with other treatments. Before a person can try TMS, a doctor needs to make sure the person has tried treatments such as medicine and counseling, and that those treatments did not help enough.

This means the person took at least four kinds of antidepressant medicines (from at least two types). They took each one for at least 6 weeks, and their depression did not improve by at least half, or they couldn't take it because those medicines do not mix well with their other medicines, or they can cause bad side effects. The doctor must use a trusted test to see how bad the depression is and if anything has helped. Also, the person can't have any medical reasons that make TMS unsafe. They must have already tried, been told not to try, or chosen not to have Electroconvulsive Therapy (ECT).

Outpatient Substance Use Disorder Services

This service is for people who have problems with substance use. You and your therapist meet regularly, usually once a week. You will talk about and work on your substance use concerns. This can help you feel better and support your recovery.

Substance Use Disorder Intensive Outpatient Treatment

This service is a program that lasts two or more hours a day, several times a week. It offers group treatment for substance abuse in a community setting. This program is for people who need more help than regular outpatient care. You may attend up to 19 hours each week. You do not stay overnight.

Your wellness and recovery

You can live well and still have mental health challenges. Taking care of yourself involves good lifestyle habits. These include:

- Eating the right foods
- Getting regular exercise
- Getting a good nights rest

Good lifestyle habits will help you live well. Living with day-to-day challenges in life includes:

- Building your skills to bounce back even when you are feeling stress
- Having healthy relationships

Below are a few questions and answers to help you understand the ideas of

- Recovery
- Resiliency
- Wellness

What is recovery?

Recovery means getting better. Your recovery may not be like someone else's. There are many roads to recovery. Each person has their own path. Some things apply to everyone:

- positive changes are possible
- recovery builds on your strengths and coping skills
- coping skills improve during recovery

Recovery includes having choices about your services and supports. This helps you gain control over your life. Your recovery plan is something you develop for yourself. Your provider, a peer, a friend or family member can help you develop it. It includes goals built on your needs, preferences and experiences.

Another important part of recovery is respect for your rights. You should be treated fairly. (See this handbook for member rights and responsibilities.)

Recovery involves accepting and believing in yourself. Take responsibility for your own recovery. Get help from others who are living well with their own mental health challenges.

This is called mutual support or peer support. It means helping each other.

Having hope is important for recovery. The belief that your life will get better and that you will have a better future is important. Hope comes from you. Your family, friends and providers can give you a sense of hope too.

What is resiliency?

Resiliency is the ability to bounce back and adapt, even if you feel stress. Building resiliency includes learning new skills. This helps you feel more confident. It gives you a sense of hope. Resiliency means you are able to grow. You learn new ways to face challenges. This helps you move into the future.

How can I be more resilient?

People have different roads to recovery. There are many ways to learn how to bounce back. Be aware when you have bad feelings about yourself or your situation. Then you can figure out how to stop letting these feeling affect you.

Spirituality also helps people become more resilient. You must have hope in your life for yourself and others.

Meaning and purpose in life are important for everyone. Find ways to do healthy and enjoyable things. This may mean working on volunteering. It could mean learning new things or do something creative. It may mean helping others get better. Some people discover that helping others helps them.

What does it mean to be well?

Out health includes mental and physical health. It also includes other areas of our lives such as:

- having your own money to do things you like
- being able to do creative things like paint, play music and work in a garden
- having healthy relationships
- having choices

Wellness also includes helping others. Helping other people on the road to recovery and wellness helps you. This is called the "helper's principle." We get better by supporting others to get better.

Home and Community-Based Services

These services help people with mental health and substance use needs by providing care and support right where they live. These services mostly occur at home or in community settings.

Community Psychiatric Support and Treatment (CPST)

People with mental illnesses can get counseling at home, work, or school. This type of counseling focuses:

- On making plans and solving problems to help them feel better and more confident in their everyday lives.
- On making friends, feeling more at ease with other people, and staying away from things that cause trouble.
- On planning your treatment with family members and other helpers.

Psychosocial Rehabilitation (PSR)

People can get help to feel healthy and more comfortable around others. This service can include family members and other people who help them. It can include:

- Learning ways and skills to help you feel better and stay healthy.
- Finding new friends and feeling more comfortable with others.
- How to avoid things that cause problems.
- Making a plan or getting support to take classes that interest you or look for a job.

EPSDT (Early and Periodic Screening, Diagnostic and Treatment)

Children under age 21 who have Medicaid can get EPSDT benefits. This coverage helps them access all the necessary healthcare services to keep them healthy and prevent health problems. EPSDT helps to make sure that children get the important care they need:

- *Early:* looking for and finding problems early on
- *Periodic:* checking children's health regularly and at the right ages
- *Screening:* giving tests to check children's physical health, mental health, development, teeth, hearing, vision, and other areas to find possible problems
- *Diagnostic:* doing tests to check more closely when a risk is identified
- *Treatment:* control, fix, or reduce health problems found

Call your Healthy Louisiana plan to schedule EPSDT visits and for transportation.

Coordinated System of Care (CSoC) Services

These are special waiver services that help young people and their families in their homes and communities.

Wraparound Facilitation

You can meet in person with a staff person who will help you and your child choose the support and services your family might need to reach your goals. The meetings must always include the member and their parent or guardian. Other family members, providers, and anyone who is involved with the member or family can join the meetings.

Youth Support and Training (YST)

Children and teens can get help from other trained young people who have gone through similar problems.

Parent Support and Training (PST)

Families can learn from other families who have had similar experiences. This will help them gain new skills to manage their children's behaviors and feelings. The goal is to create a safe, healthy home for children and young people.

Independent Living Skill-Building Services (ILSB)

Young people can learn the skills they need to do well as they approach adulthood and prepare to live independently.

Short-Term Respite (STR)

Young people can get care right in their homes or communities. This helps ease the stress on families with children who have serious behavior problems.

Residential Behavioral Health Services (PRFT)

You can get these behavioral health and substance use services if you have Louisiana Medicaid. Magellan does not cover these services. You can get the services through your Healthy Louisiana plan.

Psychiatric Residential Treatment Facility (PRTF) for Children and Teens

A place where young people under the age of twenty-one can stay to get strong mental health treatment.

Therapeutic Group Home (TGH) for Children and Youth

Young people can live in a home-like place with a small group of other young people. Here they can learn how to feel better, make new friends, and do better at home, school, and work.

Residential Substance Use Treatment

This means you can get counseling and treatment to help stop using alcohol or drugs, including treatment in a place where you live.

Evidence-Based Services

Evidence-based practices are treatments that have been proven to help how people think, feel, and act. Federal agencies such as the Agency for Healthcare Research and Quality and the Substance Abuse and Mental Health Services Administration conduct research that proves evidence-based services work well.

Assertive Community Treatment (ACT) (for youth who are 18 years or older)

ACT teams move around to provide care and support for those who have bad mental health issues that last a long time and other issues. These teams help people who have not been able to stay stable in their home areas. Services are given by a group of trained behavioral health professionals right where the person lives or spends time.

Multi-Systemic Therapy

Multi-Systemic Therapy (MST) is a treatment for young people 12 to 17 years old who have a mental health issue and are having trouble with the law or might get in trouble. This program teaches families ways to get along better and can reduce bad behavior.

Homebuilders

Homebuilders is a service for families with children aged birth to 18. Homebuilders helps families when children might have to leave their home. It also helps when children are coming back home. This service is for families who might be involved with the child welfare or juvenile justice systems. It can last for four to six weeks.

Functional Family Therapy

Functional Family Therapy (FFT) is a short-term program that helps young people ages 10 to 18 and their families. It helps to correct behavior problems and helps families understand how they can work better together.

Functional Family Therapy Child Welfare (FFT-CW) is a program for ages 0 to 18 and their families. It helps them with behavior problems. This program is for young people and families who may be involved with the child welfare system.

Trauma-Focused Cognitive Behavioral Therapy (TF-CBT)—TF-CBT helps children and teens who have been through something scary or painful. It teaches skills to help them feel safe. It also helps the child and caregiver talk safely about what happened. The therapy helps reduce fear, sadness, and behavior problems caused by trauma.

Eye Movement Desensitization and Reprocessing (EMDR) Therapy—EMDR helps children and teens who are upset by past traumatic events. The therapist guides them to think about the memory while focusing on gentle eye movements or tapping. Over time, the memory feels less upsetting and easier to handle.

Youth PTSD Treatment—This treatment helps children and teens who have post-traumatic stress after a scary or violent event. Therapists use trauma-focused methods, such as TF-CBT or EMDR, to help the child feel safer and more in control. It teaches healthy ways to manage thoughts, feelings, and reactions.

Your services and limits

Your services are based on your needs.

Not all members get the same services.

Your services depend on:

- Your assessments
- Your Plan of Care
- Your goals and needs

Some services must be approved before you get them. This is called Prior Authorization.

Are there limits on services?

Some services may have limits based on:

- Your needs
- Medicaid rules
- What is in your Plan of Care

Your Child & Family Team helps decide what services are right for you.

Medical services

Magellan does not cover medical services that are not related to your behavioral health needs. We only cover hospital services for mental health and substance use. If you qualify for Medicaid, you can get health services through your Healthy Louisiana plan.

Some of the medical services that Magellan does not cover are:

- Nursing home care.
- Dental care.
- Vision care.
- Hearing care.
- Chiropractic care.
- X-rays.
- Transportation services.
- Family planning services, such as birth control, pregnancy testing, and family health services.

You should call your Healthy Louisiana plan if you have a problem with your physical health. Physical health includes problems like an infection or a broken arm. Your Healthy Louisiana plan will help you get the care you need for your physical health.

Contact the Customer Service Department at your Healthy Louisiana plan. The names and phone numbers are:

Aetna Better Health.....1-855-242-0802

AmeriHealth Caritas.....1-888-756-0004

Humana Healthy Horizons in Louisiana.....1-800-448-3810

Louisiana Healthcare Connections.....1-866-595-8133

You can contact Magellan any time, day or night, at: 1-800-424-4489 or 711 for the Louisiana Relay Service. We will help you find the right care.

Prescription drugs

Your Healthy Louisiana plan helps pay for medicines you may need. Sometimes medicine is part of your treatment. If you need medicine, your doctor, psychiatrist, medical psychologist, or advanced practice nurse will write a prescription for you. If you have questions about your medicine, ask the person who gave you the prescription.

You can also call your prescription drug plan for help. Each Healthy Louisiana plan has information about medicines on its website. They will be able to tell you where drug stores are located. Some medications need approval before you can get them, so be sure to check with your doctor or your Healthy Louisiana plan.

Medical Necessity Criteria

Medical Necessity Criteria are guidelines that help decide if a service is needed. They will make sure that:

- The service is needed for your condition.
- The service follows accepted medical practices.
- The service helps improve your health.
- You get the right type and amount of care.

You can call Magellan at 1-800-424-4489 to request a free paper copy. Magellan is here to help you at any time of the day or night.

You can also get a copy of the Medical Necessity Criteria from the Magellan of Louisiana website at: www.MagellanofLouisiana.com/for-members/member-materials/member-resources/medical-necessity-criteria

Clinical Practice Guidelines

Clinical Practice Guidelines are recommendations that help providers choose the best care for each member. They are based on research and expert experience to make sure care is safe, effective, and consistent.

Magellan shares the Clinical Practice Guideline with:

- Magellan members and people who may become Magellan members when they ask for them.
- All Magellan providers.

Information 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 its main office is located.

These facts are on the Magellan of Louisiana website: www.MagellanofLouisiana.com

Medicaid rules

Some Medicaid rules that you might need to know about:

42 CFR § 438.3(i) – This rule helps make sure that doctors' reward plans are:

- Clear.
- Easy to understand.
- Focused on giving better care.
- Do not encourage providers to reduce services just to save money.

It also protects CSoC members from money-saving ideas that might lead to poor care.

42 CFR 438.10 (f)(3) – This rule helps people who have Medicaid get clear and easy-to-understand facts about their health care choices when they are looking online. They can get the facts right when they need them.

Other resources

Learn more about Wraparound

National Wraparound Initiative (NWI) Handbook for Families
Wraparound Process User's Guide: A Handbook for Families

Behavioral health support groups

Local and national groups help people with behavior and mental health needs. They also help family members. Some of these are:

Depression and Bipolar Support Alliance (DBSA)

Baton Rouge
DBSA Open Arms (ages eighteen and over)
Phone: 225-588-8763
Where: East Baton Rouge Parish Library, 7711 Goodwood Blvd. Room 2A, Baton Rouge, LA 70806
When: First and Third Tuesdays of the month at 7:00 p.m. - 8:00 p.m.
Website: DBSA - Open Arms.com

New Orleans
DBSA New Orleans (ages eighteen and over)
Where: Meets at the Tulane Lakeside Hospital cafeteria, 4700 S I-10 Service Road W, Metairie, LA 70001
When: The first and third Tuesdays of the month at 7:00 p.m. – 8:30 p.m.
Email: contactdbsaneworleans@gmail.com
Website: www.dbsaneworleans.org

Educational support groups

Families Helping Families

Region 1 (New Orleans area)—Families Helping Families of Greater New Orleans
Serving Orleans, Plaquemines, St. Bernard

700 Hickory Avenue
Harahan, LA 70123
Phone: 504-888-9111 or 1-800-766-7736 (toll free)
Fax: 504-353-2350
Email: info@fhfofgno.org
Website: https://fhfofgno.org

Region 2 (Baton Rouge area)—Families Helping Families of Greater Baton Rouge
Serving East and West Baton Rouge, East and West Feliciana, Iberville, Pointe Coupee, and Ascension

2356 Drusilla Lane, Baton Rouge, LA 70809
Phone: 225-216-7474 1-866-216-7474 (toll-free)
Fax: 225-216-7977
Email: info@fhfgbr.org
Website: https://www.fhfgbr.org

Region 3 (South Central area)—Bayou Land Families Helping Families
Serving Assumption, Lafourche, St. Charles, St. James, St. John, St. Mary, and Terrebonne parishes

286 Hwy. 3185, Thibodaux, LA 70301
Phone: 985-447-4461 or 1-800-331-5570 (toll-free)
Fax: 985-447-7988
Email: bayoulandfhf@gmail.com
Website: https://www.blfhf.org

Region 4 (Acadiana area)—Families Helping Families of Acadiana, Inc.
Serving Acadia, Evangeline, Iberia, Lafayette, St. Landry, St. Martin, and Vermilion parishes

100 Benman Road, Lafayette, LA 70506
Phone: 337-984-3458 office or 1-855-984-3458
Fax: 337-984-3468
Email: info@fhfacadiana.org
Website: https://www.fhfacadiana.org

Region 5 (Southwest area)—Families Helping Families of Southwest Louisiana
Serving Allen, Beauregard, Calcasieu, Cameron, and Jefferson Davis parishes

324 West Hale Street, Lake Charles, LA 70601
Phone: 337-436-2570 or 1-800-894-6558 (toll-free)
Fax: 337-436-2578
Email: info@fhfswla.org
Website: https://www.fhfswla.org

Region 6 (Central LA area)—Families Helping Families at the Crossroads of La., Inc.
Serving Avoyelles, Catahoula, Concordia, Grant, LaSalle, Rapides, Vernon, and Winn parishes

2840 Military Highway, Pineville, LA 71360
Phone: 318-641-7373 or 1-800-259-7200 (toll-free)
Fax: 318-640-4299
Email: fhfxroads@gmail.com
Website: https://fhfxroads.com

Region 7 (Northwest area)—Families Helping Families of Region 7
Serving Bienville, Bossier, Caddo, Claiborne, Desoto, Natchitoches, Red River, Sabine, and Webster parishes

215 Bobbie St., Suite 100, Bossier City, LA 71112
Phone: 318-226-4541 or 1-877-226-4541 (toll-free)
Fax: 318-562-5391
Email: info@fhfregion7.com
Website: www.fhfregion7.com

Region 8 (Northeast area)—Families Helping Families of Northeast Louisiana, Inc.
Serving Caldwell, East Carroll, Franklin, Jackson, Lincoln, Madison, Morehouse, Ouachita, Richland, Tensas, Union, & West Carroll

5200 Northeast Road, Monroe, LA 71203
Phone: 318-361-0487 or 1-888-300-1320 (toll-free)
Fax: 318-361-0236
Email: info@fhfnela.org
Website: www.fhfnela.org

Region 9 (Florida Parishes area)—Northshore Families Helping Families
Serving Livingston Parishes, St. Tammany, St. Helena, Tangipahoa, and Washington

108 Highland Park Plaza, Covington, LA 70433
Phone: 985-875-0511 or 1-800-383-8700 (toll-free)
Fax: 985-875-9979
Email: info@fhfnorthshore.org
Website: www.fhfnorthshore.org

Region 10 Families Helping Families of Greater New Orleans
700 Hickory, Harahan, LA 70123
Phone: 504-888-9111 or 1-800-766-7736 (toll-free)
Fax: 504-353-2350
Email: info@fhfjefferson.org
Website: www.fhfofgno.org

Louisiana Mental Health Association
The Louisiana Mental Health Association provides services for people aged 18 and older with or at risk for mental health and substance abuse issues.

544 Colonial Dr., Baton Rouge, LA 70806
Phone: 225-929-7674
Fax: 225-900-7126
Website: www.louisianamha.org

NAMI Louisiana (National Alliance on Mental Illness)
NAMI Louisiana has a telephone Help Line. NAMI helps people of all ages get services for behavior and mental health needs. They have details on self-help groups in the state.

Phone: 1-225-291-6262 or 1-866-851-6264
Information Helpline: 1-800-950-NAMI
Email: info@namilouisiana.org
Website: www.namilouisiana.org

State Agencies

Adult Protective Services (APS)

Office of Aging and Adult Services – Louisiana Department of Health
People can tell someone if adults who cannot take care of themselves are being hurt or not looked after. Call the hotline 24 hours a day, seven days a week: 1-866-758-5035

P.O. Box 629, Baton Rouge, LA 70821
Phone: 225-342- 9500, Option 5
Fax: 225-342-5568
Website: https://ldh.la.gov/microsite/12

Child Protection Investigation, Child Welfare
Department of Children and Family Services
Child Protective Services checks out reports of children being hurt or not being taken care of. They also offer help to children and families.

627 N. Fourth St., Baton Rouge, LA 70802
Phone: 1-888-524-3578
Hotline: 1-855-4LA-KIDS (1-855-452-5437)
TTY: 711
Email: LAHelpU.dcfs@la.gov
Website: www.dcfs.louisiana.gov

Louisiana Department of Health
Office of Behavioral Health
628 N 4th St., Baton Rouge, LA 70802
Phone: 225-342-2540
Website: https://ldh.la.gov/office-of-behavioral-health

Louisiana Department of Health
Health Standards Section
P.O. Box 3767, Baton Rouge, LA 70821
Phone: 225-342-0138
Fax: 225-342-5073
Email: hss.mail@la.gov
Website: https://ldh.la.gov/microsite/32

Louisiana 2-1-1
This is a phone line that provides information and helps you find resources for your daily needs and in tough times. You can call 211 to get help. It is available 24 hours a day, seven days a week.

Website: www.louisiana211.org

The Louisiana Medicaid Program
The Louisiana Medicaid System is part of the Department of Health. It manages health firms that give healthcare to people who are allowed to get Medicaid and other medical help programs.

Phone: 1-888-342-6207
Email: MyMedicaid@la.gov
Website: www.ldh.la.gov/medicaid

Healthy Louisiana Plans (Louisiana Medicaid's Health Care Plans)
These plans help people who want to join a Medicaid health plan. If you do not know your Healthy Louisiana plan or need to ask about your plan, you can contact them.

Phone: 1-888-342-6207
For hearing impaired (TTY), please call 1-855-526-3346
Contact by web form: Contact Healthy Louisiana support
Website: https://sspweb.lameds.ldh.la.gov/selfservice

Louisiana Medicaid Pharmacy Benefits Management Program
The Louisiana Medicaid Pharmacy Benefits Management Program handles prior approvals and oversees pharmacy benefit policies for Medicaid members.

Phone: 1-800-437-9101
Email: PharmacyMedicaid@la.gov
Website: https://ldh.la.gov/medicaid/pharmacy-operations

Coordinated System of Care—Family Support Organization

Behavioral Health Services of Louisiana
8326 Kelwood Ave, Baton Rouge, LA 70806
Phone: 1-888-693-4996
Fax: 225-929-9740
Email: hbarnes@fsobehavioralservices.com
Website: https://fsobehavioralservicesofla.com

Coordinated System of Care—Wraparound Agencies

Region 1 (New Orleans and Jefferson Parish areas) Eckerd Connects
Serves Jefferson, Orleans, Plaquemines, and St. Bernard Parishes

990 N. Corporate Blvd., Suite 212, Elmwood, LA 70123-3331
Phone: 504-731-3426
Fax: 504-733-0476
Website: https://eckerd.org/region/la

Region 2 (Baton Rouge area) Cornerstone Youth and Family Services
Serves Ascension, East Baton Rouge, East Feliciana, Iberville, Pointe Coupee, West Baton Rouge, and West Feliciana Parishes

3636 S. Sherwood Forest Blvd., Ste. 200, Baton Rouge, LA 70816
Phone: 225-325-0859
Email: info@cornerstoneyafs.org
Website: www.cornerstoneyouthandfamilyservices.org

Region 3 (Florida Parishes area) Choices, Inc.
Serves Livingston, St. Helena, Tangipahoa, Washington, and St. Tammany Parishes

710 SW Railroad Avenue, Suites G & H, Hammond, LA 70403
Phone: 985-318-3250
Fax: 877-289-4352
Website: https://www.choicesccs.org/louisiana

Region 4 (Houma/Thibodaux area) Ascent Health, Inc.
Serves Assumption, St. James, St. John the Baptist, St. Charles, Lafourche, and Terrebonne Parishes

1198 Barrow Street, Houma, LA 70363
Phone: 985-232-3930
Fax: 985-257-2747
Website: www.ascentlife.org

Region 5 (Acadiana area) Volunteers of America
Serves Evangeline, Acadia, St. Landry, St. Martin, Iberia, Lafayette, St. Mary, and Vermillion Parishes

825 Kaliste Saloom Road, Building 2, Suite. 200, Lafayette, LA 70508
Phone: 337-849-0099
Fax: 337-291-2817
Website: www.voascla.org

Region 6 (Lake Charles area) Choices (Louisiana Choices Network, LLC)
Serves Beauregard, Allen, Jefferson Davis, Calcasieu, and Cameron Parishes

1800 Ryan Street, Suite 103, Lake Charles, LA 70601
Phone: 337-310-3737
Fax: 866-504-0859
Website: https://eckerd.org

Region 7 (Alexandria area) Eckerd Connects
Serves Avoyelles, Catahoula, Concordia, Grant, LaSalle, Vernon, Rapides, and Winn Parishes

1307 Peterman Drive, Alexandria, LA 71301
Phone: 318-443-7900
Fax: 318-443-7909
Website: https://eckerd.org/region/la

Region 8 (Shreveport area) Cornerstone Youth and Family Services
Serves Bienville, Bossier, Caddo, Claiborne, DeSoto, Jackson, Natchitoches, Red River, Sabine, and Webster Parishes

3020 Knight Street, Suite 200, Shreveport, LA 71105
Phone: 318-408-9101
Email: info@cornerstoneyafs.org
Website: www.cornerstoneyouthandfamilyservices.org

Region 9 (Monroe area) Wraparound Services of Northeast Louisiana, Ascent (Ascent Life, Inc.)
Ascent Life, Inc. serves East Carroll, Franklin, Lincoln, Madison, Morehouse, Ouachita, Richland, Tensas, Union, and West Carroll Parishes

502 North 2nd St., Monroe, LA 71201
Phone: 318-654-4245
Fax: 318-855-3585
Website: www.ascentlife.org

Dictionary

Advance Directive—This is a form that tells others what care you want or do not want if you cannot talk. It is in writing.

Adverse Action—A decision to deny a service you asked for, or to approve less care than what was asked for.

Appeal—A request to check if a decision was right.

Approval of Services—The process is used to show that you need certain non-emergency services. This must be done before you can get these services.

Behavioral Health Provider—The person or place that provides behavioral health services. This can be:

- Doctors
- Psychologists
- Medical psychologists
- Counselors
- Other behavioral health professionals
- Treatment centers

Children's Health Insurance Program (CHIP)—CHIP was created in 1997 by Title XXI of the Social Security Act. This program is called Louisiana Children's Health Insurance Program (LaCHIP) in Louisiana. It is a health insurance for children.

Consent to Treatment—This means that the member's parent or guardian gives their okay to get services. If the member is age 18 or older, they can give their own okay.

Coordinated System of Care (CSoC)—This is a program for Louisiana's children and youth with serious mental health needs. These children and youth might have more than one issue. They are in danger of having to leave their home. The goal of the CSoC is to help keep children and youth:

- Out of the juvenile justice system
- At home
- In school
- Out of the child welfare system

Crisis Plan—The crisis and safety plan is about keeping everyone safe during a crisis. It looks at why you are in Wraparound and at urgent family worries. The first crisis and safety plan is made with your family as soon as Wraparound starts to help everyone in the family stay safe until the first Wraparound Team Meeting. The crisis and safety plan is then updated with ideas from the other team members at the first meeting. If there is a crisis, the plan is redone within 72 hours and looked at again during every Wraparound Team Meeting.

Emergency Medical Condition—This is when a person thinks they need help quickly to stay healthy and avoid major health issues. Not getting care would be very bad for the patient.

Emergency Services—Medical care given right away for a serious health problem. This care can be provided in a hospital or at a clinic. It is given by a trained healthcare provider to improve a serious medical condition.

Expedited Appeal—An appeal that is worked on sooner than a regular appeal. This is done to avoid risking a person's life or health.

Facilitator—A person trained and trusted in Wraparound and puts together the Wraparound process for the member. This person also leads Wraparound Team Meetings.

Family— A family is a group of people who live in the same house and care for one another. Family includes parents and brothers and sisters. It also includes other people who have a strong connection to you. Those people do not have to live in the same home.

Family Support Organization (FSO)—The FSO provides family and youth support services to CSoC members and the CSoC members' family.

Grievance/Request for Investigation—When you feel you have not been treated fairly. When you are not happy with the care you get.

Louisiana Children's Health Insurance Program (LaCHIP)—LaCHIP provides health care coverage for children up to age 19. It provides:

- Health care
- Primary care doctor visits
- Preventive and emergency care
- Vaccines
- Prescription drugs
- Hospital care
- Home health care
- Other health services

Louisiana Department of Health (LDH)/Office of Behavioral Health (OBH)—This state agency oversees the use of federal and state funds to provide behavioral health services.

Member—A member is a child or youth who is in the CSoC program.

Notice of Action—When Magellan or a provider tells a member about their services and what it means for that member. It is important to explain the results in a simple and clear way.

Out-of-Home Placements—Places outside the home where children and youth get special care or services. This can include:

- Psychiatric Hospitals
- Psychiatric Residential Treatment Facilities
- Therapeutic Group Home
- Intellectual or Developmental Disabilities Facilities
- Non-medical Group Home
- Secure Care Facilities
- Homeless (As Identified by the Dept. of Education)
- Addiction Facilities
- Detention
- Therapeutic Foster Care

Plan of Care—The Plan of Care is a written plan that describes the goals, services, and supports for a member and family. Every Coordinated System of Care member must have a Plan of Care. It will be updated during each team meeting. It shows the work the team will do to help meet the family's needs and move them closer to their goals.

Post-stabilization Care Services—These services help with medical emergencies. These services are given after a person is stable to help keep their condition from getting worse. They can also help make the person's condition better.

Power of Attorney—A written form. You will be able to choose someone that can make health care or mental health choices for you if you cannot do it.

Prepaid Inpatient Health Plan (PIHP)—This is a program that gives medical services to members who have a contract with a state agency.

Provider Network—A group of providers who have contracts with Magellan to provide mental health services.

Recovery—All people with mental health issues can learn, grow, and change and can have a life full of meaning and purpose.

Referral—The steps that your provider takes to send you to another provider for special types of care.

Resiliency—The ability to bounce back from hard times and problems. This can include trauma or other life stresses. The member can go on with life and have skill and hope.

Serious Mental Illness (SMI)—An illness that needs treatment or long-term mental health care. The illness lasts a long time. This makes it hard for them to handle tasks that require basic care.

Strengths—The traits that members and the members' team use to cope with challenges.

Substance Use Disorder—When a person uses anything in a way that causes problems in their life. The disorder can make it harder to stay healthy and make good choices. The person also has a hard time stopping or cutting back.

Wraparound Agency (WAA)—WAAs are where Facilitators work. They create a Plan of Care and help set up the care members need through the Coordinated System of Care (CSoC).

Wraparound Team—A group of people chosen by the member and the member's family. The member or the member's family knows these people from the area where they live, or from other places or people who help them. The Wraparound Team makes and carries out the CSoC member's Plan of Care. A Wraparound Team can also be called a Child and Family Team (CFT).

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.

You can get:

- Interpreters
- Materials in other languages
- Large print
- Call 1-800-424-4489
- TTY: 711

If you have a complaint

You can file a civil rights complaint.

We can help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf. Or you may file a complaint by phone (1-800-368-1019, 800-537-7697 (TDD)) or by mail at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

This information is also available through Magellan's website:
www.magellanhealth.com/non-discrimination-and-language-assistance.

Free language help is available

English
ATTENTION: If you speak English, language assistance services, free of charge, are 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).

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).

Tagalog
PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 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.

Armenian
ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Զանգահարեք 1-800-424-4489 (TTY (հեռատիպ)՝ 711):

Farsi
توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-800-424-4489 تماس بگیرید (TTY: 711).

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

Japanese
注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-800-424-4489 (TTY: 711)まで、お電話にてご連絡ください。

Arabic
ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-424-4489 (رقم هاتف الصم والبكم: 711).

Punjabi
ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-800-424-4489 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

Cambodian
ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតឈ្នួល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរទូរស័ព្ទ 1-800-424-4489 (TTY: 711)។

Hmong
LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-800-424-4489 (TTY: 711).

Hindi
ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-424-4489 (TTY: 711) पर कॉल करें।

Thai
เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-800-424-4489 (TTY: 711).

Call us for help at 1-800-424-4489

Visit us online at www.MagellanofLouisiana.com or
Visit LDH website at www.CSoC.LA.gov

COORDINATED
SYSTEM OF CARE

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