

# Provider Notice

**Subject:** Important Update! Introducing New WAAs for Region 1 and Region 2

We are writing to update you on significant changes in the CSoC provider network. As previously communicated, National Child and Family Services (NCFS), the Wraparound Agency for CSoC Regions 1 & 2, has decided to discontinue providing services in Louisiana, effective November 1, 2023.

We recognize the potential challenges this could pose and are deeply committed to ensuring a seamless transition for all affected families. To ensure there is no gap in service delivery, we are pleased to announce that two established Wraparound Agency (WAA) organizations will be operational by October 31, 2023:

## **Eckerd Connects – Region 1 (New Orleans)**

Operating in Louisiana under the leadership of Jodie Roberts, Eckerd Connects has effectively served as the Wraparound Agency for Regions 5 (Lafayette) and 7 (Alexandria) since 2012. Established in 1968 by Jack and Ruth Eckerd, their dedication to children remains their guiding light. Their services span 20 states, including foster care, adoption, and workforce development. Learn more about their mission on their website: <https://eckerd.org>.

## **Ascent Health, Inc. – Region 2 (Baton Rouge)**

Ascent, led by Curtis Eberts, currently serves CSoC Region 4 (Houma) and Region 9 (Monroe). Founded as a small non-profit in 2012, Ascent's growth is a testament to their commitment to their communities and Louisiana. They believe in uplifting people and helping them transition from their present state to an elevated future. In their own words, "By joining others, lasting change and success can happen." Discover more about their vision on their website: <https://www.ascentlife.org>.

We recognize that transitions bring questions. Rest assured, LDH, Magellan, Ascent, and Eckerd Connects are committed to ensuring continuity of care for CSoC youth, families, and our providers. We ask that you continue participating in the child and family team meetings to remain as informed as possible while assisting members through this transition.

You can expect further detailed communications from us, designed to equip you with the resources and information necessary to navigate this change effectively.

Thank you for your continued commitment to the well-being of CSoC families in Louisiana. Together, we can ensure a smooth transition for everyone involved.

CSoC Region 1 providers, please contact your Network Management Specialist, Linda Reddix, [LMReddix@Magellanhealth.com](mailto:LMReddix@Magellanhealth.com), with any questions or concerns.

**Eckerd Connects** contacts are:

Jodie Roberts, Louisiana Operations Director, [Jroberts@Eckerd.org](mailto:Jroberts@Eckerd.org), or phone 318-464-6520

Kisha Levy, Transition Team Lead, [Kilevy@Eckerd.org](mailto:Kilevy@Eckerd.org), or phone 337-224-0872

[Eckerd Connects | Wraparound Agencies - Eckerd Connects](#)

CSoC Region 2 providers, please contact your Network Management Specialist, Jay Ganesan, [SJGanesan@Magellanhealth.com](mailto:SJGanesan@Magellanhealth.com), with any questions or concerns.

**Ascent Baton Rouge** contact:

Alex Llamas, Regional Director, [ALlamas@Ascentlife.org](mailto:ALlamas@Ascentlife.org), or phone 225-332-8655

[Baton Rouge — Ascent \(ascentlife.org\)](#)

Network Management Director Gail Fowler, [IGFowler@Magellanhealth.com](mailto:IGFowler@Magellanhealth.com), is also available for questions and concerns.

This communication is posted on the Magellan of Louisiana website:

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Thank you for all you do in supporting the members of CSoC.

Magellan of Louisiana