



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 2024)



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 behavioral health issues. The goal of the program is to keep children and youth at home with their families and 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 the Family Support Organization (FSO). The FSO hires parents and young adults who have been through similar experiences so they can support you and your family. The WAA and FSO work together with you and your family to make a plan for you. This plan will include other people who help and care about you and your family. Counselors, social workers, and other professionals may be part of your team. Friends, family, teachers, and others you know can also be on your team. You might already be getting services from other behavioral health providers. A CSoC member and their family can also get the following four 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 and how to receive care. We want to make sure you understand the words used in this handbook. The dictionary section at the end of the handbook explains these words.

You can get another copy of the member handbook by:

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

Always get help right away in an emergency. Call 911 or go to a hospital or emergency room. You do not need to call us first.

If you speak a language other than English, Magellan has staff and providers who can help you. We can also help you with interpreter services. Contact Magellan at 1-800-424-4489. The member services associate or care manager will ask you to stay on the line while they contact a translator.

We look forward to working with you!

Thank you,

Member Services
Magellan of Louisiana, Inc.

Helpful Contact Information

Magellan of Louisiana

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

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

You can email us at LACSoCInfo@MagellanHealth.com.

You can send a FAX to us at 1-888-656-5704.

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
United Health Care Community Plan.....	1-866-675-1607

Transportation

If you need to schedule non-emergency transportation for your appointment, please call your Healthy Louisiana plan as follows:

Aetna Better Health.....	1-877-917-4150
AmeriHealth Caritas.....	1-888-913-0364
Healthy Blue.....	1-866-430-1101
Humana Healthy Horizons in Louisiana.....	1-800-448-1638
Louisiana Health Care Connections.....	1-855-369-3723
United Healthcare Community Plan.....	1-866-726-1472

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.

If you have questions about enrolling in a health plan or did not receive your Healthy Louisiana enrollment information, call 1-855-229-6848.

More information is on Magellan’s website, www.MagellanofLouisiana.com.

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Welcome to Magellan of Louisiana

The Coordinated System of Care (CSoC) is based on a model called Wraparound. Wraparound makes sure that families and young people are part of making plans for what they need. This helps children and youth with serious mental health and/or substance use issues stay at home, do well in school, and avoid getting involved with the child welfare and juvenile justice systems.

Magellan works with the state of Louisiana and the wraparound agencies (WAAs). Together, we help children and youth get the behavioral health care they need. We will help set up your care. This makes it easier for you to get help for your mental health and/or substance use issues.

The wraparound process helps families bring together children and youth, their parents and caregivers, providers, and all the other people who help them. This group of people is called your Wraparound team. This team will create a plan. This plan is called your Plan of Care. As part of this process, Magellan will provide many treatment options and show you how to get help for you and your family. Remember, your Healthy Louisiana plan will take care of your physical health needs.

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

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. The handbook will be given to you by Magellan or the Wraparound Agency within ten working days after you become a member or start getting a behavioral health service.

Magellan will help you.

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

Magellan will help you:

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

If you have problems, Magellan can help:

- solve the problems
- file a complaint

How can I get help through Magellan?

Review this handbook. If you need Spanish, Vietnamese, or any other language, we can get it for you.

- Call us for help at 1-800-424-4489. Call our toll-free member service number any time, 24 hours a day, seven days a week. Member services staff will help you learn about services.
- If you are deaf or hard of hearing, call 711 to use the Louisiana Relay Service.
- Visit our website at www.MagellanoofLouisiana.com

Magellan can help you find providers who speak your language and get written material in your language.

Review this handbook. If you need Spanish, Vietnamese, or another language, Magellan can help you.

- Call Magellan at 1-800-424-4489, 24 hours a day, seven days a week
- Go to our website at www.MagellanoofLouisiana.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.MagellanoofLouisiana.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.MagellanoofLouisiana.com.

Your access to behavioral healthcare

Your provider must:

- Let you know how to get care 24 hours a day, seven days a week
- Let you know what to do if you need services after business hours
- Make sure you can get care when they are not available. This means having an answering service with emergency contact information.
- Respond to your telephone messages quickly and give you immediate care during an emergency or potentially life-threatening situation.
- Provide an appointment within one hour of referral for an emergency. An emergency happens when there is an urgent concern that a mental health or substance use issue could cause serious harm to your health or well-being.
- Make sure you can get an appointment in no more than 48 hours if you have an urgent mental health or substance use issue. An urgent mental health issue is when there could be harm to your health or well-being if you don't get help within 48 hours.

- Make sure you can get an appointment in no more than 14 days after referral for regular mental health or substance use issues.
- Give you an appointment within seven days after you leave from an inpatient or residential treatment stay.
- Reach out to you if you do not follow up with recommended services.
- You can contact Magellan right away if your provider cannot see you. You may call us at 1-800-424-4489.

If you need a ride to your appointment

If you need to schedule non-emergency transportation for your appointment, please call your Healthy Louisiana plan at:

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
United Healthcare Community Plan.....	1-866-726-1472

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, including emergency transportation -OR-
- Go to the closest hospital. You can use any hospital for emergency care even if you are in another city or state. Prior authorization is not required for emergency service.
- Contact the **NurseLine** at your Healthy Louisiana Plan. The **NurseLine** is available 24 hours a day, 7 days a week.

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

Your Plan of Care will include a Crisis Plan. The plan can help you remember who to call for help. If you are thinking about hurting yourself or someone else or if you have an urgent mental health or substance use emergency, please:

- Call 988. This is the Suicide and Crisis Lifeline. It is a free service. You can talk with a counselor who can help. You can also contact the 988 chat line at <https://chat.988lifeline.org>. Help and hope are here for you.
- Call 911. This is the service that you can call to report a crime, report a fire, or request an ambulance. It is a free service.
- You can go to the nearest emergency room if you need help right away
- Tell the hospital or crisis center that you are a Magellan member. Ask them to call Magellan at 1-800-424-4489.
- Contact your provider.
- Contact Magellan at 1-800-424-4489. Magellan is available 24 hours a day, seven days a week. If you are deaf or hard of hearing, call 711 to use the Louisiana Relay Service. We will help you find the right care.

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 places that provide emergency care. This is called “out-of-area care.”

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

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

What do I do after the emergency is over?

Before you go home, the hospital or emergency provider will help you set up an appointment for follow-up care. Magellan and your Wraparound Team can also help you get an appointment. Some services might need to be approved first.

How to Get Services

Who can receive CSoC services?

Children and youth who are 5–20 years old with mental health or substance use needs can receive CSoC services. They will be checked to see if they can receive CSoC services.

The child or youth must live in a home or community-based setting. If they do not, they must move to a home setting within 90 days or stop getting services from the CSoC program.

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

Anyone can refer a child or youth to CSoC.

- Individuals aged 5–20 are checked for program eligibility.
- To make a referral, you can call us at 1-800-424-4489.
- 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 belong to, call 1-855-229-6848. They can help you. This call is free.

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 are explained more on page 36.

Specialized services for children

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

- Wraparound Facilitation
- Parent support and training
- Youth support and training
- Independent living and skills building
- Short-term respite

You can find other programs that CSoC members can get on page 31–36.

What is the Coordinated System of Care (CSoC)?

The Coordinated System of Care (CSoC) uses the Wraparound model. This model focuses on strengths and helps keep children and youth in their homes and communities. It builds a support team for the member. CSoC also gives the family resources to help them.

Your Facilitator will listen to your story to find out what is important to your family. The Facilitator will also find out who helps support you, what services and help have worked for you before, and how your life would change if you had the things you need for your family.

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, and they will be asked to be part of the Wraparound Team

You can expect:

- A Facilitator will call you (within 48 hours) and set up a time to talk to your family in person (within seven days)
- To sign papers so that the facilitator can invite other people to be part of the team
- Assessment, crisis plan, and plan of care completed within the first month
- Identify your family's strengths and needs
- Connect you to providers and resources in the community
- Regular face-to-face team meetings to see if the plan is getting the results the team is working towards and regular updates to the plan of care
- Face-to-face review with your family 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 to get information on 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. Please call Magellan to learn about children's services in your area.

What to expect from Wraparound services?

The first Wraparound Team Meeting (WTM) 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

Call us for free at 1-800-424-4489 any time, any day. We are here to help you.

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 so you have different ways to solve problems
- Make a written record of your strengths, needs, any crisis issues, and ways to help
- Allow team members to see your record

In the monthly WTMs, 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 WTMs, 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

Do I have to accept CSoC Services?

No. You have the right under state law to accept or refuse CSoC services. Before you choose to accept CSoC, your Wraparound Facilitator will meet with you and:

- Explain that you can accept CSOC instead of going into a hospital and 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 receive
- 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 in any way.

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." This gives your okay to receive 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 for 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

You can call Magellan at 1-800-424-4489 anytime. They 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
- is not taking new members
- feels they cannot help with your needs
- does not meet all of your needs

How do I make, change, and cancel appointments?

After you decide on a provider that you want to see, your Wraparound Facilitator will help you make an appointment, or you may 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, you can contact the provider. 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. This will not cost you or your family. 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 Member Services at Magellan. 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. It will not cost you.

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 receive 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. This will not cost you or your family. Call Member Services if you need help with language services or materials at 1-800-424-4489.

What if I have trouble with my vision?

If you or a family member have problems seeing this handbook or other Magellan paperwork, ask Magellan for these things 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
- 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 provides 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 to talk about what to do. You can see a new provider of your choice at any time. You must sign a "Freedom of Choice" form, so Magellan knows you have freely chosen the new provider. 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 in it.

If you give a written okay, the provider you were seeing may call your new provider. They will share information about your behavioral health care. Magellan will help guide you through this.

You can see a provider that is farther away from you. If you do this, you might have to pay for the cost of getting to and from their office.

How can I get information about clinical tests and research on care 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 in the network, we will work with an out-of-network provider. We want to make sure you get the second opinion you need.
- You will not pay for the second opinion.
- If there is more than one provider who can do this, you will have a choice of 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 of your provider's service area. We want to be sure you keep receiving your services and medicine so, please:

- Call Magellan, your Wraparound Facilitator, or your provider to help you find a new provider.
- Sign a release of information so that 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 that 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 behavioral health care 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 two different 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. If you need help filing a grievance or appeal, please call Magellan at 1-800-424-4489 or call 711 to use the Louisiana Relay Service. Tell the person who answers the phone that you want help with a grievance or appeal.

Grievances

What is a Grievance?

A grievance is when you tell us you are not happy with Magellan or your provider. If you are not happy with your provider, you can try to talk with them. If you can't fix the problem with your provider, or are not happy with Magellan, you can file a formal grievance. This can be done at any time.

Some examples of a grievance include:

- You are unhappy with the care you are getting from Magellan or your provider.
- You are unhappy with how Magellan or a provider has treated you.
- You are unhappy that you have not received the services planned for you..
- You feel you have been abused or neglected by a provider.
- You feel you have been put in a dangerous setting.

What should I do if I have a grievance?

Contact Magellan:

- **Call** Magellan anytime at 1-800-424-4489. You can call 711 to use the Louisiana Relay Service if you are deaf or hard of hearing. Tell the person who answers the phone that you want to file a grievance. If you do not speak English, Magellan has staff and providers who can help you through the process.
- **Fax** your grievance to 1-888-656-4102
- **Mail** your grievance to:
Magellan of Louisiana
Attention: Appeals & Grievances
P.O. Box 83680
Baton Rouge, LA 70884
- **Online:** File your grievance at www.MagellanofLouisiana.com. Click on "For Members" and then "Member Materials." Click on "Grievances and Appeals." A form is provided on the website. Enter your information in the boxes and click "Submit" when you are finished.

Can someone else file a grievance for me?

Yes. A friend, relative, lawyer, provider or other person can file the grievance for you. You must give that person the okay in writing to do this for you.

What happens after I file a grievance?

If you call us, Magellan will try to resolve your grievance on the same day. If we cannot fix your problem, or you file your grievance in writing, Magellan will mail a letter to you in three working days. The letter will explain that Magellan received your grievance. Magellan may contact you to make sure you are okay and talk about your grievance. Magellan may need to report your grievance to the state of Louisiana, child protective services, or adult protective services if a provider hurt you or treated you poorly.

After the grievance has been fixed, Magellan contacts you to talk about the outcome. We will see if you are okay with the outcome. You will receive a second letter within thirty (30) calendar days. It will tell you what Magellan did to fix the problem.

What if I do not like the result of my grievance?

If you do not like how your grievance turned out, you can talk to Magellan and ask for a second look. Your written notice will tell you who you can speak to and how you can reach this person. Your grievance matters to Magellan. We want to help you through this process.

If a grievance is about services that your Healthy Louisiana plan provides, please contact them for help with your grievance.

Some issues require you to file an “appeal” instead of a grievance. This process is described in “*What is an appeal?*” and “*How do I file an appeal?*” (See page 22)

Disenrollment from the CSoC Program

What is disenrollment from the CSoC Program?

The Coordinated System of Care (CSoC) program helps kids and families. Sometimes, a member may need to leave the program. This is called “disenrollment.” Below, we explain why this might happen and what will take place if a member needs to leave the program.

When does the discharge already happen?

This is when the discharge happens, and no notice is given, or the youth leaves the program right after getting a notice.

- **Moved out of state:** The youth moves out of Louisiana. Discharge occurs automatically.
- **Death:** The youth passes away. Discharge occurs automatically.
- **Clinical ineligibility:** If the CANS assessment shows the youth does not qualify anymore because of their mental health needs, they are discharged on the date of the assessment. Magellan will send a letter with this date. For more details, look at the *Appeal and State Fair Hearing* section.

When will the discharge happen in the future?

Sometimes, Magellan will send a letter that tells you that you have 14 days before you leave the program. If things change before those 14 days are up, you might be able to stay in the program.

- **Incarceration:** If the youth is in jail or prison for 30 days in a row, they will have to leave the program. If the youth is released to a home or community setting before the discharge date, the caregiver should contact the Wraparound Agency so that the youth can stay in the program.
- **No contact:** If there has been no in-person meeting with the Wraparound Agency for 60 days in a row, the youth will have to leave the program. If the caregiver or youth meets with the Wraparound Agency before the discharge date, the youth can stay in the program.
- **Missed reassessment:** If the clinical reassessment is not completed every 180 days, Magellan will send a letter. If the reassessment is done before the discharge date and shows that the youth still qualifies because of their mental health needs, they can stay in the program. The reassessment must be done by a Licensed Mental Health Professional (LMHP).
- **Living situation:** If the youth 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 youth is released to a home or community setting before the discharge date, the caregiver should contact the Wraparound Agency so that the youth can stay in the program.

- **Age:** Because CSoC is only for youth ages 5 to 20, youth will leave the program when they turn 21. Magellan will send a letter 14 days before the youth's 21st birthday. The discharge date is the day before the youth's birthday.

How can you avoid disenrollment?

To avoid leaving the program due to missed reassessments or no contact:

- **Face-to-face Meetings:** Meet regularly with your Wraparound Agency. They will try to reach you three times on different days before contacting Magellan.
- **Reassessment:** Make sure the clinical reassessment is done every 180 days. Your Wraparound Agency will try to schedule this at least two times on different days before notifying Magellan. These assessments can be done up to 45 days before they are due.

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

Appeal and State Fair Hearing Procedures for Eligibility

What is an eligibility appeal?

An eligibility appeal is when you ask Magellan to check again whether you can be part of the Coordinated System of Care (CSoC) program. You can file an appeal if Magellan decides that:

- You do not qualify for the CSoC program based on your Child and Adolescent Needs and Strengths (CANS) assessment.

How do I file an eligibility appeal?

You will get a letter if Magellan decides that you cannot join or continue in the CSoC program. The letter will tell you why you are not eligible. You or someone who is allowed to do so can ask for a free copy of the rules or any other information we used to decide by calling 1-800-424-4489 or by going online to this page: www.magellanoflouisiana.com/for-members/member-materials/grievances-appeals/. If you think we made a mistake, you can ask for an appeal. The letter will tell you how to do that. You have sixty (60) calendar days from the date on the letter to file your appeal.

You can file your appeal, or you can ask someone else to do it for you. You can choose another person, like an attorney or your doctor, to help you with the appeal. If someone else is filing the appeal for you, you need to give them a note saying that it is okay.

What if you have questions about the decision? Call us at 1-800-424-4489. If you are deaf or hard of hearing, call 711 to use the Louisiana Relay Service. You may also want to talk to your Wraparound Agency.

What if your Wraparound Agency wants to talk to someone about the decision? Your Wraparound Agency can call our Appeals and Grievances department at 1-800-424-4489..

What happens if you ask for an eligibility appeal?

- You can tell Magellan why you think the decision is wrong.
- You have the right to show proof to support your appeal.
- You can give this information to Magellan in person or in writing.
- You can look at your case file before and during the appeal process. This includes your medical records and documents that were used to make the decision.
- Another Licensed Mental Health Professional from Magellan will check your request and decide.

How do you ask for an appeal?

You can ask for an appeal by phone, fax, mail, or online.

- **Call** Magellan at 1-800-424-4489.
- **Mail** the Request for Appeal form to:
Magellan of Louisiana
Grievance and Appeals Department
P.O. Box 83680
Baton Rouge, LA 70884
- **Fax** the Request for Appeal form to 1-888-656-4102.
- **Online:** Start your appeal request at www.MagellanofLouisiana.com. Click on "For Members" and then "Member Materials." Click on "Grievances and Appeals". A Member Appeal form is provided on the website that can be downloaded and printed.

How long does it take to make a decision about my eligibility appeal?

We will decide within thirty (30) days after they get your appeal.

What if you need a fast decision?

If your situation is urgent, Magellan might be able to decide within seventy-two (72) hours after they get your appeal request. You might need a quick decision if, by not being in the CSoC program:

- Your life or your physical or mental health could be in danger.
- Your ability to reach, keep, or get back to your best level of functioning could be in serious danger.
- You could get very sick and might have to go to the hospital.

Your doctor needs to say that you really need help quickly. You can ask for an urgent appeal by yourself, or someone else like your doctor or a lawyer, can do it for you. If someone else is asking for you, you must give them a note saying it is okay.

How do you continue services during an eligibility appeal?

You can keep getting services while they look at your appeal request if:

- You send a written request to appeal and to keep your benefits within ten (10) calendar days after you get the ineligibility letter.
- Your doctor has asked for you to keep getting services, and
- You ask for an appeal before the services that were already approved run out.

You must ask to keep getting services while your appeal is going on. Your provider cannot ask for you. Sometimes, you might need to pay for services you got while waiting for the appeal, but this doesn't happen often. Call Magellan at 1-800-424-4489 for help.

How will I know the appeal decision?

Magellan will send you a letter, called a **Notice of Appeal**, which explains their decision. The letter will also tell you why they made that decision. You or someone who is allowed to can ask for a free copy of the rules and information we used to make the decision by calling 1-800-424-4489.

What can you do if you think Magellan made a mistake about your eligibility appeal?

If you do not agree with what happened with your appeal, you can ask for a State Fair Hearing. The letter will tell you how to file for a State Fair Hearing.

How do you ask for a State Fair Hearing?

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

- **Mail** the State Fair Hearing request to:
Division of Administrative Law – Health and Hospitals Section
P.O. Box 4189
Baton Rouge, Louisiana 70821-4189
- **Fax:** 225-219-9823
- **Phone:** 225-342-5800
- **Web:** www.adminlaw.state.la.us/HH.htm

How long does it take to make a decision about my State Fair Hearing?

Most decisions are made within ninety (90) days after you ask for a fair hearing.

How do you continue services during a State Fair Hearing?

You can keep getting services while your fair hearing request is being looked at if:

- You sent your request in writing to keep your benefits within ten (10) calendar days from the date of this notice.
- Your doctor said that you should keep getting services, and
- You file your request before the services that were already approved run out.

Privacy Policies

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

Is my mental health information kept private?

Yes, we follow all state and federal rules to keep your information safe. Usually, we don't share details about your treatment with anyone unless you give us written permission. We only use your health information for payments, treatment, or healthcare operations unless you say okay to share it for other reasons. There are some situations where we might need to share information about your mental health and substance use services, but sometimes sharing the information can be helpful...

- You may need to give a written okay.
- You can sign a 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 release form, contact Magellan at 1-800-424-4489 or call 711 to use the Louisiana Relay Service. You can contact Magellan any time, day or night.

Sometimes, you don't need to give an okay for us to share some information. This could include sharing information 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 that you might break the law. Magellan must call the police.
- If you say you are going to hurt someone, Magellan must let the person know 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.
- If you might hurt yourself, 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

As a member, you have certain 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 on your first visit. .

As a member, you have the right to:

- Be treated kindly and to have your privacy respected.
- Get information about Magellan, services, treatment, and providers in a way that is easy to understand.
- Receive services in your community or home setting.
- Be safe and not held back in your community or home setting.
- Receive help with organizing your care.
- Get information in a language you can understand and get things translated for free.
- Ask for information in other ways.
- Get help when making choices about your care. This includes the right to get a second opinion or say no to care if you do not want it.
- File a complaint or grievance about:
 - Magellan.
 - A provider.
 - The care you receive.
- File an appeal about a Magellan action or decision.
- Use your rights. This will not change the way Magellan and its providers treat you.
- Receive help that meets the standards of the Americans with Disabilities Act.
- To join discussions about treatments that are right for you, no matter how much they cost.
- Be free from any type of bad treatment or control that feels mean or hurtful.
- Share your opinions about the Rights and Responsibilities policy.
- Get a copy of your medical records (Federal privacy rules may apply).
- Ask for medical records to be changed or fixed so they are right.
- Get information as the law requires. Title 42, CFR, Section 438.10, is the law. It describes how members should 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 have rules about:
 - Making sure it is easy for you to get services.
 - Get good care.
 - Getting approvals for services.

- Say no to any medical service or treatment if it is against your religion, unless a court ordered it.
- Saying no would be dangerous to you or other people.

Your right to information

You have the right to get information from Magellan any time that you want it. This includes:

- A Member Handbook that you can ask for at least one time a year.
- Information about Magellan and its providers.
- Your rights, responsibilities, and how you are protected.
- This information can include things like written details about your choices for medical care, information on advance directives, and your rights under state law.
- Description of after-hours and emergency coverage, and how to get these services.
- What counts as emergency medical conditions.
- What happens after you get emergency care.
- The amount and type of benefits you get.
- How to get services and how to get approvals.
- How to get transportation to your services.
- How to complain if something is wrong and how to appeal State Fair Hearing decisions. This includes how long the hearings take

You can find out more about your rights and responsibilities on this website:

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

Your responsibilities as a member

As a member, you have the responsibility to:

- Try your best to know and understand your provider's procedures.
- Treat anyone giving you care 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 your providers questions and let them know if you can't follow the treatment plan, understand health concerns, and help make realistic treatment goals.
- Know the name of your provider or case manager.
- If you lose your Medicaid ID card, call your Healthy Louisiana plan. If you are not sure which plan you have, call the Healthy Louisiana Line at 1-855-229-6848 for help.
- Stay in touch with your Wraparound Facilitator.
- Complete your assessments on time.

Call us for free at 1-800-424-4489 any time, any day. We are here to help you.

- Keep any appointment that you agree to go to and also go to follow-up appointment.
- Tell your providers and main doctor about changes in your medicine.
- Tell providers if you must cancel a visit. Do this before the scheduled time.
- If you do not agree with a provider or Magellan, follow the grievance and appeals process described in this handbook.
- Live a healthy lifestyle and stay away from things that are not good for your health.
- Tell someone if you suspect abuse and/or fraud. Call Magellan's Special Investigations Hotline at 1-800-755-0850.

What is consent to treatment?

It means you have the right, under state law, to say yes or no to services. You also have a right to choose your providers and the services you get. Your Wraparound Facilitator will give you a list of service providers in your area that you can use. They will work with you and your Wraparound Team 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 working with you. This signed form lets the provider give you the services. When you sign the consent form, you give the Louisiana Department of Health the okay to see your records.

You can decide if you want a service or not at any time. For example, if your provider wants you to take medicine, they will tell you about the benefits and risks. They will also ask you to sign a consent form, or you may give verbal permission 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 that you fill out 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 lets a provider know your wishes if you cannot say what you want 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 tells providers what they want to happen if they cannot make that decision.

A mental health care power of attorney is a type of advance directive. It allows adults to choose another adult to make treatment decisions for them.

Tell your family and providers if you have an advance directive. Give copies to:

- All providers caring 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 may make an advance directive, but a provider may not want to follow it “as a matter of conscience.” 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.
- State the law that lets them object.
- Tells the medical conditions affected.

Grievances about refusals of advance directives

If you think a provider is not following 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 or if you file a grievance about refusals of 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: hss.mail@la.gov

What is fraud and abuse?

Members need to use behavioral health services the right way. It is called “fraud” if a member or provider is not honest. This may happen when a member tries to:

- Get a service that is not approved.
- Get Medicaid benefits when a person is not eligible.

“Abuse” is when people do things that make the system cost more in sneaky ways. For example:

- If someone gives their Medicaid card or the information on it to someone else, that is abuse.
- If someone sells a Medicaid card or the information on it to someone else, that is also abuse.

If you use your Medicaid ID card the wrong way, you could lose your benefits. Misuse includes giving or selling your card to other people. Fraud and abuse are felony crimes. People who do them can get in big trouble with the law.

What to do about fraud and abuse?

If you think someone is doing something wrong like fraud 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 investigate 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

- Submit your provider fraud complaint form by mail to:
Gainwell Technologies
SURS Department
8591 United Plaza Blvd., Baton Rouge, LA 70809
- Submit your Medicaid Recipient fraud complaint form by 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

More Information about the Behavioral Health Care Services Offered

There are lots of ways to get help for feelings and behavior. In Louisiana, you can find these services in many places. The list below describes the types of help that Louisiana Medicaid will pay for. To get these services paid for, the people providing the help need to prove to Magellan that you need them. But, if you need help right away, you do not need to prove it (see more below). Sometimes, you might need special 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.

We have rules for making decisions about your care. These rules help decide what kind of service you get and how long it will last. All Magellan providers follow the same rules. Magellan staff and providers do not get a reward to 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 help you get the best care possible.

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

A member, family member, Wraparound Facilitator, provider, or member advocate can call our customer service department anytime, 24 hours a day and 7 days a week to get a referral to 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 (this means not in a hospital) when there is a crisis. (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 are having 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 provides free and confidential support 24 hours a day, 7 days a week.

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 receive 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. You will need your Healthy Louisiana plan, the Mobile Crisis Response Unit, or a Behavioral Health Community Crisis Center to call Magellan to set up the care you need to feel better.

Inpatient Services

These services are given in a hospital setting.

Inpatient Psychiatric Services

This treatment program happens in a hospital. The staff helps you with therapy to treat your symptoms. Doctors work with you to find out what 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.

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 in a hospital setting.

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 that have a mental health concern or need support with changes in their life. 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 assessment
- Psychiatric evaluation

Medication Management

A psychiatrist (a medical doctor) or a nurse practitioner will help you to find out if you need to take medicine. They may give you medicine to help you feel better.

Psychological Testing

A licensed psychologist will ask you to answer questions or do complete tasks. This helps the psychologist understand what problems a person might have.

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 as many as 19 hours each week. You do not stay overnight.

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 happen mostly at home or places in the community.

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 parents and caretakers how to fix problems with their children. It can help families get along better and can reduce bad behavior.

Functional Family Therapy

Functional Family Therapy (FFT) is a short term program that helps young people between the ages of 10–18 and their families. It works to fix problems with behavior 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.

Homebuilders

Homebuilders is a service for families with children ages birth to 18 years of age. 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.

Community Psychiatric Support and Treatment

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

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.

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

ACT teams move around to provide strong treatment and support for those who have serious and long lasting mental health problems and other issues. These teams help individuals who have struggled to stay stable in their communities. Services are given by a group of trained behavioral health professionals right where the person lives or spends time.

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 health care 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

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 always include the member and their parent or guardian. Other family members, providers, and anyone who is involved with the youth or family can join the meetings.

Youth Support and Training

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

Parent Support and Training

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

Young people can learn the skills they need to do well living on their own.

Short-Term Respite

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.

Other Covered Behavioral Health Services

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 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 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

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

Medical Services

Magellan does not cover medical services that are not related to your behavioral health needs. We only cover hospital services for your behavioral health, like 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

If you have a problem with your physical health, like an infection or a broken arm, you should call your Healthy Louisiana plan. Your Healthy Louisiana plan will help you get the care you need for your physical health. Contact Customer Service at your Healthy Louisiana plan. The names and phone numbers of the Healthy Louisiana plans are listed below.

Aetna Better Health.....	1-855-242-0802
AmeriHealth Caritas.....	1-888-756-0004
Healthy Blue.....	1-844-521-6941
Humana Healthy Horizons in Louisiana	1-800-448-3810
Louisiana Healthcare Connections	1-866-595-8133
United Healthcare Community Plan	1-866-675-1607

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

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 need medication. If you have questions about your medication, 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 medications on their websites. Some medications need approval before you can get them, so be sure to check with your doctor or Healthy Louisiana plan.

Other Resources

Learn more about Wraparound

National Wraparound Initiative (NWI) Handbook for Families

<https://nwi.pdx.edu/pdf/wraparound-process-users-guide-2024.pdf>

Behavioral Health Support Groups

Local and national groups help people with behavioral 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: <https://dbsaopenarms.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, 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: www.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 or 1-866-216-7474 (toll-free)

Fax: 225-216-7977

Email: info@fhfgbr.org

Website: 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: 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: 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: 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: www.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, and 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.fhfogno.org

Louisiana Mental Health Association

The Louisiana Mental Health Association provides services for persons ages 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: 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: 1-888-758-5035

P.O. Box 629, Baton Rouge, LA 70821

Phone: 225-342- 9500, Option 5

Fax: 225-342-5568

Website: <https://ldh.la.gov/index.cfm/subhome/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

Hotline: 1-855-4LA-KIDS (1-855-452-5437)

TTY: 711

Email: LAHelpU.dcf@la.gov

Website: www.dcf.louisiana.gov

Louisiana Department of Health

Office of Behavioral Health

628 N 4th St., Baton Rouge, LA 70802

Phone: 225-342-9500

Website: www.ldh.la.gov/index.cfm/subhome/10

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/subhome/32>

Louisiana 2-1-1

This is a phone line that gives you information and helps you find resources for your daily needs and during 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 call 1-855-229-6848.

Louisiana Medicaid Pharmacy Benefits Management Program

The Louisiana Medicaid Pharmacy Benefits Management Program offers medicine for Medicaid members.

Phone: 1-800-437-9101

Email: PharmacyMedicaid@la.gov

Website: <http://ldh.la.gov/index.cfm?md=form&tmp=home&fmid=32>

Coordinated System of Care—Family Support Organization

Behavioral Health Services of Louisiana

8326 Kelwood Ave, Baton Rouge, LA 70806

Phone: 225-478-9685

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, Harahan, LA 70123-3331

Phone: 504-731-3426

Fax: 504-733-0476

Website: <https://eckerd.org/region/la/>

Region 2 (Baton Rouge area) Ascent Health, Inc.

Serves Ascension, East Baton Rouge, East Feliciana, Iberville, Pointe Coupee, West Baton Rouge, and West Feliciana Parishes

2900 Westfork Drive, Suite 600, Baton Rouge, LA 70827

Phone: 225-332-8655

Fax: 225-337-4242

Website: ascentlife.org

Region 3 (Florida Parishes area) Choices, Inc.

Serves Livingston, St. Helena, Tangipahoa, Washington, and St. Tammany Parishes

107 S. Cherry Street, Hammond, LA 70403

Phone: 985-318-3250

Fax: 877-289-4352

Website: www.choicesccs.org/programs/louisiana-wraparound/

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: ascentlife.org

Region 5 (Acadiana area) Eckerd Connects

Serves Evangeline, Acadia, St. Landry, St. Martin, Iberia, Lafayette, St. Mary, and Vermillion Parishes

1414 Eraste Landry Road, Lafayette, LA 70506

Phone: 337-456-6668

Website: <https://eckerd.org/region/la/>

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: www.choicesccs.org/our-partners-louisiana/

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) Choices, Inc. (Louisiana Choices Network, LLC)

Serves Bienville, Bossier, Caddo, Claiborne, DeSoto, Jackson, Natchitoches, Red River, Sabine, and Webster Parishes

3004 Knight Street, Building 6, Suite 250, Shreveport, LA 71105

Phone: 318-221-1807

Fax: 318-259-8751

Website: www.choicesccs.org/our-partners-louisiana/

Region 9 (Monroe area) Wraparound Services of Northeast Louisiana, Ascent (Ascent Life, Inc.)

Ascent Health, 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: ascentlife.org

Dictionary

Advance Directive—This is a way to explain what types of care you want or do not want. It is in writing.

Adverse Action—A decision to say no to a request for services means they might also say yes to a service, but that is less than what was asked for.

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

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

Behavioral Health Provider—The person or place you pick for behavioral health services. It 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. <https://ldh.la.gov/page/lachip>

Consent to Treatment—This means that you give your okay to receive services.

Coordinated System of Care (CSoC)—This is a program for Louisiana’s children and youth with serious mental health issues. 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
- In school
- At home
- Out of the child welfare system

Crisis Plan—The crisis and safety plan is about keeping everyone safe. 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—A medical problem with very strong symptoms (like really bad pain). Not getting care would be very bad for the patient.

Emergency Services—This includes hospital treatments and treatments you can get without staying overnight. These are given by a caregiver who is qualified to give these services. The services might be needed to help look at or lessen a serious medical issue.

Expedited Appeal—An appeal that is worked on sooner than a regular appeal. This is done to avoid risking a person’s life or ability to be healthy.

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 that live in the same house, and the adults take care of the children and youth.

Family Support Organization (FSO)—A non-profit company with a group of people called a board of directors. The organization provides family and youth support services.

Grievance/Request for Investigation—When you feel you have not been treated fairly. When you say you are not okay with a part of your care. When you are not happy with the care you received.

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 is a state agency that watches over how federal and state money is used to give 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 what happened with their services. 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 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 an important document that gets 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 statement that names a person you choose to make health care or mental health decisions for you if you cannot do it.

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

Provider Network—A group of therapists or counselors who have contracts with Magellan to give 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 does to send you to another provider for special types of care.

Resiliency—Everyone has qualities that help us to bounce back from hard times and problems, trauma, or other stresses and to go on with life with skill and hope.

Serious Mental Illness (SMI)—When people with mental illness need treatment or long-term mental health care. The illness is very serious and lasts a long time. This makes it hard for them to take care of everyday living tasks.

Strengths—The relationships, coping skills, abilities, and capacities the youth, family, and relevant team members use to cope with challenges and to promote well-being and thriving.

Substance Use Disorder—An alcohol or drug problem.

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

Wraparound Team—A group of people who are picked by the member and the family. The member or the family knows them through other family members, the area that the member lives in, and other places or people that help them. The Wraparound Team makes and carries out the family’s plan, helps with needs that are not being met, and works toward the family’s goals. A Wraparound Team can also be called a Child and Family Team (CFT).

Discrimination is against the law

Magellan follows the law. We treat all people the same. We do not discriminate or treat anyone differently based on:

- Race
- Color
- National origin
- Age
- Disability
- Sex
- Sexual orientation
- Religion
- Pregnancy
- Health history
- Health status
- Need for healthcare services or adverse change in health status
- Gender identity

We provide free help and services to children and young people who have special behavioral health needs or disabilities, along with their families. We want you to be able to talk with us or write to us. We offer:

- Qualified sign language interpreters.
- Written information in many formats. These may include:
 - Large print
 - Audio
 - Accessible electronic formats
 - Other formats
- We will give free language services if your main language is not English. We offer:
 - Qualified interpreters
 - Information that is written in other languages

Contact us at 1-800-424-4489 (TTY 711) if you need any of these services.

If you think we have not given you these services or treated you unfairly in some way, you can file a complaint with:

**Civil Rights Coordinator,
Corporate Compliance Department**

8621 Robert Fulton Drive
Columbia, MD 21046
1-800-424-7721 (TTY 711)
compliance@magellanhealth.com

You can file a complaint by:

- Mail
- Email

You can also file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights. You may do this online at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or you can do this by mail or phone.

The civil rights coordinator is available if you need help with any of this.

**U.S. Department of Health and
Human Services**

200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019
TDD: 800-537-7697

Complaint forms are available online. You may find them at https://ocrportal.hhs.gov/ocr/cp/complaint_frontpage.jsf

Spanish

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

French

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

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).

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)。

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).

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.

Portuguese

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

Laotian

ໂປດຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 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。

Urdu

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1-800-424-4489 (TTY 711)۔

German

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

Persian

کممک هک دیراد ار نیا قح دیشاب هتشاد ، دروم رد لاوس ، دینکیم کممک وا هب امش هک یسک ای ،امش رگا .دیپامن لصاح سامت 1-800-424-4489 (TTY 711) دیپامن تفایرد ناگیار روط هب ار دوخ نابز هب تااعلاطا و

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-424-4489 (телетайп: 1-800-846-5277).

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

