



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 2022)



COORDINATED
SYSTEM OF CARE

Acknowledgement and Receipt

My Wraparound Facilitator gave me a copy of the Louisiana CSoC Member Handbook. The handbook includes important 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. CSoC is a program for children and youth who need help with important behavioral health issues. The goal of the program is to keep children and youth at home with their families, in school, in their communities, and out of hospitals or residential treatment centers. The State of Louisiana is working with Magellan of Louisiana to provide this program.

Wraparound Agencies (WAAs) help arrange care for children and youth enrolled 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 youth with similar experiences who can give support to you and your family. The WAA and FSO work together with you and your family to make a plan for you. This plan will also include other people that help and care for you and your family. Counselors, social workers, and other professionals may be part of your team. Friends, family, teachers, and other people you know may also be part of your team.

You may already be receiving services from other behavioral health providers. The following four services are also available to CSoC members and their families:

- Parent support and training
- Youth support and training
- Independent living/skills building
- Short-term respite care

Your CSoC Member Handbook can help you. It explains the services available to you and how to get care. We want to make sure you understand the terms used in this handbook. The dictionary section at the end of the handbook explains these terms.

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 assist 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 a translator is contacted.

We look forward to working with you!

Thank you,

Member Services
Magellan of Louisiana, Inc.

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

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.

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
Healthy Blue.....	1-866-430-1101
AmeriHealth Caritas.....	1-888-913-0364
Louisiana Health Care Connections.....	1-855-369-3723
United Healthcare Community Plan.....	1-866-726-1472
Humana Healthy Horizons in Louisiana.....	1-800-448-3810

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.

**For primary health concerns, contact your Healthy Louisiana Plan
at 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 research-informed model called Wraparound. Wraparound supports family and youth involvement in all aspects of planning for you or your child's needs. This helps keep children and youth who have significant mental health and/or substance use needs at home, in school, and out of the child welfare and juvenile justice system.

Magellan works with the state of Louisiana and the Wraparound Agencies (WAAs). Together, we help provide behavioral health care for children and youth. We help arrange your care. This makes it easier for you to get help for your mental health and/or substance use concerns.

The wraparound process is used to assist families in bringing together children/youth, their parent/caregiver, and providers, as well as all other people involved with your family, to create one plan to help your child meet their goals. This group of people is called your Child and Family Team. This plan is called your Plan of Care. As part of this process, Magellan will provide many treatment options. This handbook will detail these options and explain how to get the needed help for your children, youth, and family. Please note that your Healthy Louisiana Plan will continue to manage your physical healthcare.

Magellan is invested in providing high quality care to everyone we serve. We believe that recovery and resiliency can be achieved. Recovery and resiliency is the idea that everyone can have a full quality of life and, when a setback occurs, we can bounce back from challenges.

If you are in this program, you are a "member." This Member Handbook explains what services members and their families can get, and how to get them. The handbook will be provided to you by Magellan or the Wraparound Agency within 10 business days of becoming a member or getting a behavioral health service.

Magellan will help you.

Our goal is to make mental health and substance use treatment easier to get 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 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 the information in this handbook. It is also available in Spanish and Vietnamese or other languages if you need it.

- Call us for help at: 1-800-424-4489. Call our toll-free member service number (at no cost) 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.MagellanofLouisiana.com.

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

You can also receive this handbook in Spanish and Vietnamese at no cost. Call Magellan and we can help you. You will also find this handbook on our website in English, Spanish, and Vietnamese. You can get a copy of the member handbook by:

- Calling Member Services at 1-800-424-4489, 24 hours a day, seven days a week.
- Going to our website at www.MagellanofLouisiana.com
- Sending 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:

- Make sure that you know how to access care 24 hours a day, seven days a week.
- Inform you of what to do if you need services after business hours.
- Provide coverage for you when they are not available. This includes having an answering service with emergency contact information.
- Respond to your telephone messages in a timely manner and provide you with immediate care during an emergency or potentially life-threatening situation.
- Provide you access to an appointment within one hour of referral in an emergency situation. An emergency occurs when there is an immediate concern that a mental health or substance use situation could result in serious harm to your health or well-being.
- Provide you access to an appointment within 48 hours of referral in an urgent mental health and/or substance use situation. An urgent mental health situation occurs when there may be harm to your health or well-being if you are not seen within 48 hours.

- Provide you access to an appointment within 14 days of referral for routine mental health and/or substance use situations.
- Provide you access to an appointment within 7 days of your discharge from an inpatient or residential treatment stay.
- Provide outreach to you if you do not follow up with recommended services.
- You may contact Magellan immediately if your provider is unable to 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
Healthy Blue.....	1-866-430-1101
AmeriHealth Caritas.....	1-888-913-0364
Louisiana Health Care Connections.....	1-855-369-3723
United Healthcare Community Plan.....	1-866-726-1472
Humana Healthy Horizons in Louisiana.....	1-844-613-1638

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

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 911 OR
- You may also go immediately to the nearest emergency room.
- 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, 7 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 get an appointment for follow-up care. Magellan and your Child and Family Team can also help you get an appointment. Some services may need to be approved first.

How to Get Services

Who can receive CSoC services?

Children and youth who are 5–20 years old with significant mental health or substance use needs can receive CSoC services. They will be screened to determine if they are eligible to receive specialized behavioral health services.

One part of the eligibility screening is about where the youth lives. She or he 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/youth for a CSoC services screening.

- Individuals between the ages of 5–20 are screened for program eligibility.
- To make a referral, you can call us at 1-800-424-4489.
- You can also contact the child/youth's Healthy Louisiana Plan. Note that the parent/caregiver must participate in the referral.
 - Aetna Better Health: 1-855-242-0802
 - Healthy Blue: 1-844-521-6941
 - AmeriHealth Caritas: 1-888-756-0004
 - Louisiana Healthcare Connections: 1-866-595-8133
 - United Healthcare Community Plan: 1-866-675-1607
 - Humana Healthy Horizons in Louisiana: 1-800-448-3810
- Magellan coordinates with the Healthy Louisiana Plans to ensure that members' screening and eligibility for CSoC is a seamless process. Magellan's CSoC team can be contacted at 1-800-424-4489.
- If you are not sure to which Healthy Louisiana Plan you belong, call 1-855-229-6848 for assistance. This call is at no cost to you.

What are the services for CSoC members?

Children and youth can receive the following mental health and substance use services, as needed, through Medicaid:

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

These services are explained further on pages 34–37.

Specialized services for children

Youth enrolled in the Coordinated System of Care (CSoC) program are also eligible for the following support services:

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

You can also find special programs available to CSOC members on page 38.

What is the Coordinated System of Care (CSOC)?

The Coordinated System of Care (CSOC) uses the wraparound model. This model focuses on strengths. It also works to keep youth in their homes and community. CSOC helps by building a support team and connecting the family to resources to help them.

Expectations:

- A facilitator will call you and set up a time to talk to your family
- Sign papers to let the facilitator reach out to other people to be a part of the team
- Assessment, crisis plan, and plan of care completed within first month
- Identify family's strengths and needs
- Connect you to providers and resources in the community
- Regular team meetings to see if the plan is getting the results the team is working towards and regular updates to the plan of care.

To help you learn about wraparound, you can visit our website. <https://www.magellanoflouisiana.com/documents/2021/04/wraparound-family-guide.pdf/>.

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

CSOC is statewide. Please call Magellan for information about children's services in your region.

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 Services, your Wraparound Facilitator will meet with you and:

- Explain that you have a choice in accepting CSOC instead of placement in an institution and explain CSOC Services to you.
- Tell you about your choice of providers, which services you may be eligible to receive, and give you a list of service providers in your area.
- Give you a copy of this handbook, which includes important information such as your rights and responsibilities, how to find providers, and how to file an appeal and grievance.

- Help you know how to report suspected abuse, neglect, extortion, exploitation, or death of adults and children, as well as your rights to be free from restraints, seclusion, and harm.

If you choose to accept CSoC services instead of placement in an institution, you will need to sign a consent form. This is called a "Provisional Plan of Care and Freedom of Choice Form." This gives your permission to get CSoC Services.

When you sign the consent form, you give the Louisiana Department of Health permission to see your records.

Magellan will help you find a provider near you.

Your Wraparound Facilitator, Child and Family Team and Magellan can help you choose providers near where you live and give you information about them including:

- 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 for help finding a provider.

If you ask for a certain provider, we will make every effort 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 some other need you identified

How do I make, change, and cancel appointments?

After you have decided on a provider you wish 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 share your provider's name with the Wraparound Facilitator so your provider can be added to your Plan of Care and included in your Child and Family Team.

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

What if I am deaf or hard of hearing?

If you are deaf or hard of hearing, your provider can arrange for a sign language interpreter to come to your scheduled visit at no cost to you. They may also be able to share special aids that can help you. These special aids include Computer-Aided Text, Written Materials, and Listening Devices at no cost to you.

- If you need an interpreter, call Member Services at Magellan and we will connect you with an interpreter that meets your needs. Contact us at 1-800-424-4489 (TTY 711). We will work with your provider to help find a sign language interpreter.

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 conference in an interpreter while remaining on the line at no cost to you. Written information is available in many formats. These may include: large print, audio, accessible electronic formats, and other formats.

It is your right to receive care in a language you understand. You should not be asked to provide your own interpreter.

We can also provide member materials in your preferred language upon your request and help you switch to a provider that speaks a language other than English at no cost. Call Member Services if you need help with any 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, ask Magellan to give you this handbook and other materials in large print. Once you request it, please know that we will need a little time to get the materials ready.

How do I get services I need that are not offered by Magellan providers?

If you need special 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.
- If more than one provider offers this service, you can choose from at least two.

How do I change providers?

If you are not happy with your current provider, you can talk to your Wraparound Facilitator or call Magellan to talk about what to do. You may begin seeing 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.

If you give a written OK, 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 process.

If you decide to see a provider that is farther away from you, that is ok. But you may be responsible for the cost of getting to and from their office.

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

Magellan can provide information on medical tests and studies that may help you. If you need this information, please 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, please 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 as easy as possible for you to get services. We want families and caregivers to play a role. 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?

These two issues are handled in two different ways. If you are unhappy with the way you have been treated, or if you believe your rights have been violated, you can file a grievance. If you do not agree with a decision Magellan made about services or payment, you can appeal the decision. Please see the next page for instructions on 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 unhappy with Magellan or your provider. If you are unhappy with your provider, you can try to talk with him or her. If you are unable to solve the problem with your provider (or you do not want to talk to him or her about your problem) or are unhappy with Magellan, you can file a formal grievance. You can file a grievance 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 services that were approved.
- 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 speak a language other than 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, but first you must give that person written permission to act 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 are unable to solve your issue or you file your grievance in writing, a letter will be mailed to you in 3 working days. The letter will explain that Magellan received your grievance. Magellan may contact you to make sure you are OK and talk about your grievance. Magellan may need to report your grievance to the state of Louisiana or child or adult protective services if a provider hurt you or treated you poorly.

After the grievance has been resolved, Magellan normally tries to contact you to talk about the resolution and see if you are satisfied. You will receive a second letter within thirty (30) calendar days describing the steps Magellan took to address your concern.

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

If you are not happy with the result of your grievance, you can speak 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 is important to us and we want to be helpful to you through this process.

If a grievance is about services that your Healthy Louisiana plan provides, please reach out to 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 20)

Appeal and State Fair Hearing Procedures

What is an appeal?

An appeal is a request for Magellan to review a decision that we have made about your behavioral health services.

You can file an appeal if Magellan does any of these things:

- denies a service
- approves less services than what your provider asked for
- approves a service different from the one that was asked for
- denies payment for a service
- does not provide services fast enough
- does not solve your appeal or grievance in time
- denies a request for services outside of the provider network (this applies when you cannot get those services within the network)

How do I file an appeal?

If Magellan does not completely approve a service for you, we will tell you in a letter. This letter is called a Notice of Action. The letter will tell you why the doctor made the decision. You or someone legally authorized to do so, can ask for a **free** copy of the criteria, guidelines, or any other information we used to make the decision by calling **1-800-424-4489**, or go to www.MagellanofLouisiana.com.

If you think we made a mistake, you may ask for an appeal. The letter will tell you how to file for an appeal. You have sixty (60) calendar days from the date on the letter to file an appeal.

You can choose to file an appeal yourself, or you can choose another person, including an attorney or your doctor, to act on your behalf. If your doctor or someone else appeals for you, you must give them written permission. Keep reading for more information about filing an appeal.

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 doctor.

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

What happens if you ask for an appeal?

- You can tell Magellan why you think the decision is not correct.
- You have the right to give proof to support your appeal.

- You can give the proof to Magellan in person or in writing.
- You have the right, before and during the appeals process, to look at your case file. You can look at your medical records and any other documents used to help make a decision in your case.
- A different Magellan doctor will review your request and make a decision about approving the service.

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.
- **Email** the request to LACSoCAppeals@magellanhealth.com

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

We will make a decision within thirty (30) days of getting your appeal.

What if you need a fast decision?

If your condition is considered urgent, we may be able to make a decision about your appeal within seventy-two (72) hours after receiving your appeal request. You may need a fast decision if, by not getting the requested services, one of the following is likely to happen:

- Your life, physical or mental health will be seriously jeopardized;
- Your ability to attain, maintain, or regain maximum function will be seriously jeopardized;
- You will be at risk of serious health problems, or you may die;
- You will have serious problems with your heart, lungs, or other body parts; or
- You will need to go into a hospital.

Your doctor must agree that you have an urgent need. You can choose to file an urgent appeal yourself, or you can choose another person, including an attorney or your doctor, to act on your behalf. Most people get their doctor to ask for urgent appeals. If your doctor or someone else appeals for you, you must give them written permission. 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
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- **Email** the request to LACSoCAppeals@magellanhealth.com

How do you continue services during an appeal?

You may continue to receive services while your appeal request is being reviewed if:

- You file your appeal request with a written request to continue benefits, within (10) calendar days from the date on this notice;
- Your doctor has ordered continued services; and
- You file your appeal request before previously approved services have ended.

You must ask to continue to receive services during an appeal. Your provider may not request a continuation of services for you. There are special situations where you may have to pay for the benefits that you received while the appeal was in progress. This almost never happens. If you need help to see if this applies to you, call Magellan at **1-800-424-4489**.

How will I know the appeal decision?

Magellan will mail you a letter telling you the appeal decision. This letter is called a Notice of Appeal. The letter will tell why the doctor made the decision. You or someone legally authorized to do so, can ask for a **free** copy of the criteria, guidelines, or any other 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 appeal?

You may ask for another appeal after the appeal process with Magellan has ended. This appeal is called a state fair hearing (also called second-level appeal). If you want to request a state fair hearing, you must do so within 120 days the date of the notice. The letter will tell you how to file for a state fair hearing.

What if you have questions about the appeal 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 doctor.

What if doctor wants to talk to someone about the appeal decision?

Your doctor can call our Appeals and Grievances department at 1-800-424-4489.

What happens if you ask for a State Fair Hearing?

- You can tell Magellan why you think the decision about your care is incorrect.
- A meeting is scheduled so your case can be heard by a judge.
- You can attend the meeting and present information you think will prove that the decision is incorrect. You can also have someone attend the meeting and help you with the state fair hearing process.
- Until a decision is made about your state fair hearing, Magellan will only pay for services that you are already approved to get.
- The judge will tell the Louisiana Department of Health whether Magellan should pay for the services.

How do you ask for a State Fair Hearing?

Send your request to the Division of Administrative Law – Health and Hospitals Section. You can file a State Fair Hearing request by phone, fax, mail, or on the web.

- **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 90 days of asking for a fair hearing.

How do you continue services during a State Fair Hearing?

You may continue to receive services while your fair hearing request is being reviewed if:

- You file your State Fair Hearing request with a written request to continue benefits, within (10) calendar days from the date on this notice;
- Your doctor has ordered continued services; and
- You file your State Fair Hearing request before previously approved services have ended.

You must ask to continue to receive services during a State Fair Hearing. Your provider may not request a continuation of services for you. There are special situations where you may have to pay for the benefits that you received while the State Fair Hearing was in progress. This almost never happens. If you need help to see if this applies to you, call Magellan at **1-800-424-4489**.

Privacy Policies

Magellan wants to protect your privacy. There are laws about who can see a member's health information. It may be helpful to share this section of the handbook with family and friends.

Is my behavioral health information private?

We follow all state and federal laws. Generally, we do not give out information about your treatment to anyone without your written permission. We do not use or disclose protected health information (PHI) for purposes other than payment, treatment, or healthcare operations without permission from you. There are times under these laws when your mental health and substance use services information may be shared. Sometimes, it may help you to share your mental health and substance use services information with others.

- You may need to give a written OK.
- 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.

At times, your permission is not needed to share certain information. This could include sharing information with:

- providers and others who provide services
- your medical primary care doctor
- some state agencies helping with your treatment
- your health plan

When can your information be shared?

There are times when Magellan can release your information without your permission. It is not protected by law at these times:

- You commit a crime or threaten to commit a crime. Magellan must call the police.
- You are going to hurt another person. Magellan must let the person know so the person can protect themselves. Magellan must also call the police.
- When there is possible abuse, neglect, or exploitation of a child and/or adult, Magellan must report this to local officials.
- When you might hurt yourself, Magellan must try to protect you from self-harm. We may need to talk to other people in your life or other service providers. We only share the information needed 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 accept CSoC Services. Providers must explain your rights at your first visit.

As a member, you have the right to:

- be treated with respect and consideration for your privacy.
- get information about Magellan, services, treatment, and providers in a way that is easy to understand.
- receive rehabilitative services in a community or home setting.
- be free from restraints, seclusion, and harm in a community or home setting.
- receive assistance with care coordination.
- get information in a language you can understand and get things translated for free.
- get information in other ways if you ask for it.
- get help with decisions about your care. This includes the right to get a second opinion or to refuse care.
- 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 affect the way Magellan and its providers treat you.
- receive acceptable assistance in line with the Americans with Disabilities Act.
- participate in discussions about appropriate or medically necessary treatment options, no matter the cost.
- be free from any form of control used in a hostile way.
- give your thoughts on the Rights and Responsibilities policy.
- get a copy of your medical records (Federal privacy rules may apply).
- ask for medical records to be corrected or fixed.
- get information as the law requires. Title 42, CFR, Section 438.10, is the law. It describes how members should get information.
- receive health care services that the law requires. Title 42, CFR, Sections 438.206 through 438.210, are the laws. These laws have rules about:
 - Making it easy to get services

- Getting quality care
- Getting approvals for services
- refuse any medical service or treatment on religious grounds unless:
 - The treatment or service was ordered by the court, or
 - Refusal of the treatment or service would cause danger to yourself or others.

Your right to information

You have the right to get information at any time from Magellan. This includes, but is not limited to:

- a Member Handbook at least once a year from Magellan if you request one.
- information about Magellan and its providers.
- your rights, responsibilities, and protections.
- written information on advance directives and your rights under state law.
- description of after-hours and emergency coverage, and how to get these services.
- description of emergency medical conditions.
- description of “post-stabilization” services.
- the amount and type of your benefits.
- the process for getting services. This includes getting approvals.
- how to transportation to services.
- grievance, appeal, and State Fair Hearing procedures. This includes their time frames.

Additional information about your Rights and Responsibilities is on our website at www.MagellanofLouisiana.com. If you have questions or suggestions about this information, please contact 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:

- know and understand your provider’s procedures to the best of your ability
- treat anyone giving you care with respect
- call your provider if you have any questions
- give information needed for your care to your providers
- follow instructions and guidelines from your providers
- ask questions of your providers and let your providers know if you can not follow the treatment that was prescribed
- understand health concerns and participate in creating achievable treatment goals
- know the name of your provider or case manager

- call your Healthy Louisiana Plan provider if you lose your Medicaid ID card. If you are not sure to which plan you belong, call the Healthy Louisiana Line at 1-855-229-6848 for assistance.
- keep any agreed upon appointment and follow-up appointment
- tell your providers and primary care doctor about changes in your medicine
- tell providers if you have to 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. Avoid behaviors 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?

You have the right under state law to accept or refuse services. You also have a right to choose your providers and the services you receive. Your Wraparound Facilitator will give you a listing of service providers in your area that are available to you and will work with you and your Child and Family Team to pick the providers and services you need to help you.

Once you choose a provider and service, the provider may need you to sign a form or give a spoken OK to "consent to treatment" before working with you. This signed form will give the provider permission to provide services to you. When you sign the consent form, you give the Louisiana Department of Health permission to see your records.

You can decide if you want a service at any time. For example, your provider may want you to take medicine. Your provider will tell you about the benefits and risks of taking the medicine. He or she 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 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 a provider your wishes if someone cannot say what they want because of a medical problem.

A mental health advance directive tells a behavioral health provider a person's wishes. It is completed by the individual with the mental illness when he or she is doing well. It tells providers what they want to happen if they are not able to make a decision for themselves.

A mental health care power of attorney is a type of advance directive. This gives adults the right to name 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.

Contact Magellan Member Services at 1-800-424-4489 if you need assistance with completing an advance directive.

You may make an advance directive, but a provider may not want to comply with it “as a matter of conscience.” This does not happen often. If it does happen, the provider must give you written policies that:

- state the objections of the facility and its providers
- state the law that allows the objections
- describe the medical conditions affected

Grievances about refusals of advance directives

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 poorly because you do 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 to:

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

“Abuse” means adding costs to the system in dishonest ways. For example:

- Giving a Medicaid card or the information on it to someone else
- Selling a Medicaid card or the information on it to someone else

If you misuse your Medicaid ID card, you could lose your benefits. Misuse includes giving or selling your card to others. Fraud and abuse are felony crimes. They can be punished by legal action.

What to do about fraud and abuse

If you think someone is committing 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 alert the Louisiana Department of Health for investigation and swift punishment:

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

Recovery, Resiliency, Wellness and Peer Support

The values of recovery and resiliency guide us as we work with providers in Louisiana. Together we want to deliver quality care to each member.

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 night's 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
- Peer support

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 his or her 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 pages 25–26 in this handbook for your 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. You will read more about peer support later.

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 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 feelings affect you.

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

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

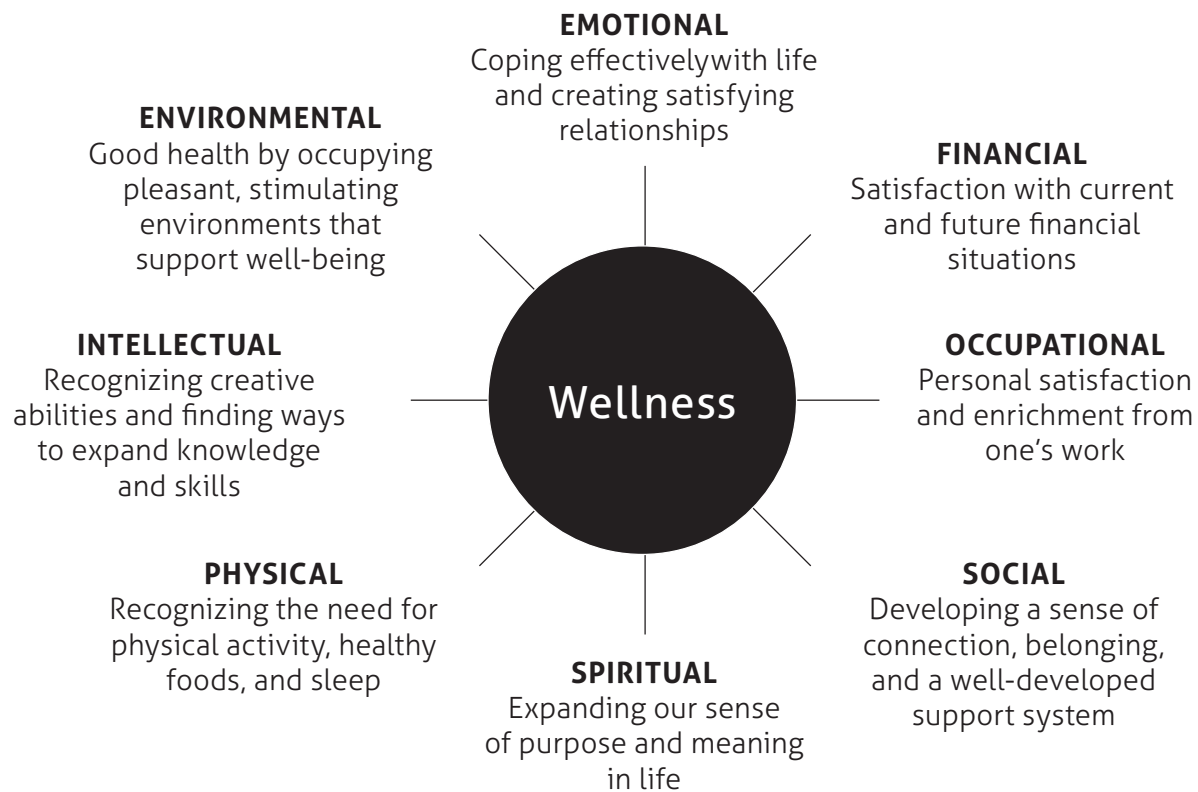
What does it mean to be well?

Our 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.

The picture below shows eight areas of wellness. Look at each area. See how it applies to your life.



*Used with permission of the Substance Abuse and Mental Health Services Administration (SAMHSA).
See SAMHSA's Wellness Initiative: www.samhsa.gov/wellness-initiative.*

What is peer support?

Peer support is when people who have experiences like yours share their experiences of living with mental health and/or substance use issues. Peer support comes from people who want to help you recover and be well. This can mean helping you build a circle of support you can count on. Getting peer support helps people living with mental health issues and physical health problems. It helps them live better, healthier lives in the community.

Family members and parents who have had similar experiences also give peer support. They may be trained to help other families and parents. Family members who live with individuals who have behavioral health issues sometimes need to talk with someone who understands them. Family and parent peer support can help people who have a child or youth living with mental health issues.

How can I get peer support?

Youth and parent peer support and training are covered services available to members enrolled in CSoC. Please see page 32 for information on these services. Peer support may also be provided through community resources, such as:

- a self-help group
- a peer-run organization
- a family/parent-run organization

A *self-help group* is made up of other people living with the same challenges members may experience. One example of a self-help group is Alcoholics Anonymous. Another example is a Peer Support Whole Health and Resiliency group. In these groups, you can join others in learning how to create healthy lifestyle choices. These choices will be based on your own goals and hopes. There are many self-help groups offered by peer and/or family-run organizations in Louisiana. Many of these organizations are listed in this handbook under "Other Helpful Resources."

Family/parent-run organizations are more formal. They include many services and supports. They are run by people who have a family member who lives with mental health-related issues.

More Information about the Behavioral Health Care Services Offered

There are many types of services available to treat behavioral health needs. You can get these services in many places in Louisiana. The list below describes the services that are *covered (paid for) through Louisiana Medicaid*. For services to be covered, providers need to show Magellan that the behavioral health services are needed. However, this rule does not apply to crisis services (see below). You may need special services that are difficult to find or *not specifically addressed in this manual*. Call us. We will help you get the care you need.

We follow specific rules for our decisions about your care. This includes the kind of service you get and how long the service should last. Magellan providers follow the same rules. Magellan staff and providers do not get a reward if they deny your benefits or services.

When seeking behavioral health and substance use services please let your Wraparound Facilitator or Magellan know about any special needs. We want to help you get the best care.

Our services are free. You never have to pay for services we arrange for you. The Medicaid Program will pay for these services. Your Magellan provider cannot bill you for any services we approve. If a Magellan network provider and Magellan disagree about the medical necessity of your services. The provider may not bill you for those services.

A member, family member, Wraparound Facilitator, provider, or member advocate can call our customer service department 24 hours a day and 7 days a week to obtain a referral to a network provider.

What kinds of behavioral health services are offered?

You are eligible for these services when you are covered under Louisiana Medicaid. You can get the services through Magellan.

Crisis services

Members and families can get outpatient services (not in a hospital) when there is a crisis. (A crisis is like an emergency.) This helps people get treatment when and where they need it. Members that are already in treatment should contact their provider for help in a crisis.

Contact Magellan if you do not know how to get services during a crisis. We will help find a crisis provider for you. Call 1-800-424-4046. Magellan can also help with follow-up care after a crisis. If your symptoms include ideas about harming yourself or someone else, you should:

- Get help right away by calling 911.
- Go to the closest hospital for emergency care.
- Call a crisis hotline like the National Suicide Prevention Lifeline at 1-800-273-8255.

Behavioral health and substance use crisis services covered by Medicaid are described below.

Crisis Intervention

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

- a hospital emergency room
- a medical or behavioral health clinic
- where you live, work, or go to school

Crisis Stabilization

This means that youth and their families can get crisis help when there is a severe behavioral health problem. The service can help avoid putting the youth in a hospital or other facility. Talk to your Wraparound Facilitator about how access this service.

Inpatient Services

These services are provided in a hospital setting.

Inpatient Psychiatric Services

This treatment program takes place in a hospital setting. The staff provides therapy to help treat your symptoms. Doctors work with you to find out which medicine may help. You should go to your follow-up appointments after you leave the hospital. The first follow-up visit should be within seven days of leaving the hospital or even sooner.

Medically Managed Intensive Inpatient Withdrawal Management

This hospital level of care is for members who need 24-hour medically directed evaluation and withdrawal management in an acute care inpatient setting.

Traditional Outpatient Services

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

- Medical Psychologists;
- Licensed Psychologists;
- Licensed Clinical Social Workers (LCSWs);
- Licensed Professional Counselors;
- Licensed Marriage and Family Therapists (LMFTs);
- Licensed Addiction Counselors (LACs); and
- Advanced Practice Registered Nurses (APRNs)

Outpatient Psychiatric Services

The services are for members that have a mental health concern. It is also for those who need support with life changes. This service is when you and your therapist meet regularly. Once a week is common. This “talk therapy” can help you feel better and lead to recovery.

Outpatient services can include:

- Individual outpatient psychotherapy
- Family outpatient psychotherapy
- Group outpatient psychotherapy
- Mental health assessment
- Psychiatric evaluation

Medication Management

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

Psychological Testing

A licensed psychologist will ask you to answer questions or complete tasks. This helps the psychologist determine what issues a person may face.

Outpatient Substance Use Disorder Services

This service is for members who have substance use concerns. This service is when you and your therapist meet regularly. Once a week is common. You talk about and work on substance use concerns. This can help you feel better and lead to recovery.

Substance Use Disorder Intensive Outpatient Treatment

This service is a program of two or more hours a day, several times a week. It provides group substance abuse treatment to people in a community setting. It is for people who need more intensive services than routine outpatient care. Service hours may be as many as 19 hours a week. You do not stay overnight.

Home and Community Based Services

These services are provided mostly in the home and community setting to address behavioral health and substance use needs.

Functional Family Therapy

Functional Family Therapy (FFT) is a service for youth ages 10 to 18 and their families to help with behavior issues. This service is designed to help youth change their behaviors.

Functional Family Therapy Child Welfare (FFT-CW) is for youth ages 5 to 18 and their families to help with behavior issues. This service is for youth and families who may be involved with the child welfare system.

Homebuilders

Homebuilders is a service for youth up to age 17 and their families. Homebuilders helps families when children are at risk of being placed outside of the home. It also helps when children are coming back home. This service is for families who may 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 kind of counseling involves:

- planning and problem-solving to feel more comfortable and confident with day-to-day living
- finding friends, feeling more comfortable with others, and avoiding things that cause problems
- planning your treatment with family members and other helpers

Psychosocial Rehabilitation

People can get help to feel healthy and more comfortable with other people. This service can include family members and other helpers. It can include:

- learning ways and skills to help you feel better and stay better
- finding new friends, and feeling more comfortable with other people
- avoiding things that cause problems
- making a plan /getting support to take classes that interest you or look for a job

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

ACT are mobile teams that provide intensive treatment, rehabilitation, and support services for youth 18 years or older. They work with individuals with serious and persistent mental illness and co-occurring disorders who have not been able to achieve and maintain stability in the community. Services are provided by a team of behavioral health professionals in your community setting.

EPSDT (Early and Periodic Screening, Diagnostic and Treatment)

Children under age 21, who have Medicaid, qualify for EPSDT benefits. This coverage provides access to full wellness and preventative healthcare services. EPSDT ensures that children get the critical care they need:

- *Early*: assessing and identifying problems early
- *Periodic*: checking children's health at periodic, age-appropriate intervals
- *Screening*: providing physical, mental, developmental, dental, hearing, vision, and other screening tests to detect potential problems
- *Diagnostic*: performing diagnostic tests to follow up when a risk is identified, and
- *Treatment*: control, correct or reduce health problems found.

Coordinated System of Care (CSoC) Services

These are specialized waiver services provided to support youth and families in their home and communities.

Wraparound Facilitation

You can meet face to face with a staff person who will help you and your child make decisions about supports and services that you and your family may need to reach your goals. The meetings always include the member and the parent/guardian. The meetings may also include other family members, providers and anyone who is involved with the youth or family.

Youth Support and Training

Children/youth can get support from other trained youth who have had similar problems.

Parent Support and Training

Families can get training from other families with similar experiences. This will help families learn new skills to help manage their children's behaviors and symptoms. The goal is a safe, healthy home for children and youth.

Independent Living Skill-Building Services

Youth can learn the skills needed to do well living on their own.

Short-Term Respite

Youth can get care provided directly in their homes or communities. This gives relief to families of children with serious behavioral health issues.

Other Covered Behavioral Health Services

You are eligible for these behavioral health and substance use services when you are covered under 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 facility where youth under the age of 21 can stay to get intensive mental health treatment.

Therapeutic Group Home for Children and Youth

Youth can live in a home-like setting with a small group of other youth to learn how to help them feel better, find 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 residential facility.

Non-covered Behavioral Health Services

Multi-Systemic Therapy (MST) is not covered for members enrolled in CSoC. MST is an evidence-based treatment approach for youth with a primary mental health diagnosis that are involved with, or at risk for involvement with, the juvenile justice system. Medicaid does not cover this

service because MST is too similar to the services provided through the CSoC Program. This service is covered for members not enrolled in CSoC through your Healthy Louisiana Plan.

Medical Services

Magellan does not cover medical services that are not related to your behavioral health needs. We cover hospital services for your behavioral health needs only (mental health and substance use). If you are eligible for Medicaid, you can get medical/physical healthcare services through your Healthy Louisiana Plan. Some of the medical services that are not covered by Magellan 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 challenge with your physical health, like an infection or a broken arm, you should call your Healthy Louisiana Plan. Your Healthy Louisiana Plan will get you care for your physical health needs. 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
Healthy Blue.....	1-844-521-6941
AmeriHealth Caritas	1-888-756-0004
Louisiana Healthcare Connections	1-866-595-8133
United Healthcare Community Plan	1-866-675-1607
Humana Healthy Horizons in Louisiana	1-800-448-3810

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 medication (medicine) is part of your treatment. 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 is prescribing your medications. You may also call your prescription drug plan. Each of the Healthy Louisiana Plan’s has medication information on their websites. Some medications require prior approval. Please check with your doctor or Healthy Louisiana Plan.

Other Resources

MY LIFE (Magellan Youth Leaders Inspiring Future Empowerment)

MY LIFE is made up of youth between the ages of 13 and 23 who have experience with mental health, substance use and foster care-related issues. Through regular meetings, special events, and local and national presentations, the group is playing a vital role in helping to improve services and systems for youth across the country—including in Louisiana.

To learn more about MY LIFE, visit <https://www.magellanolouisiana.com/for-members/community/my-life/>

Learn more about Wraparound

National Wraparound Initiative (NWI) Handbook for Families

https://nwi.pdx.edu/pdf/Wraparound_Family_Guide09-2010.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

Phone: 225-892-9522 or 225-588-8763

Email: wahaug@cox.net

New Orleans

DBSA New Orleans (adults)

Phone: 504-286-1916 or 504-897-3413

Email: info@dbsaneworleans.org

Website: www.dbsaneworleans.org

Educational Support Groups

Families Helping Families

Region 1 (New Orleans area)—Families Helping Families NOLA

Serving Orleans, Plaquemines, St. Bernard

2401 Westbend Parkwy, Suite 3090

New Orleans, LA 70114

Phone: 504-943-0343 or 1-877-243-7352 (toll-free)

Fax: 504-940-3242

Email: info@fhfsela.org

Website: www.fhfsela.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

Office: 286 Hwy. 3185, Thibodaux, LA 70301
Mailing: P.O. Box 1345, Thibodaux, LA 70302
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

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: 318-742-7260

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: 318-361-0417

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: 985-875-9976

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

Mental Health Association For Greater Baton Rouge

Mental Health Association for Greater Baton Rouge 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: 225-924-0429

Website: www.mhagbr.com

NAMI Louisiana (National Alliance on Mental Illness)

NAMI Louisiana has a telephone Help Line. NAMI helps people of all ages get services. They have information 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 report abuse and neglect of adults who cannot protect themselves. Call the hotline 24 hours a day, seven days a week: 1-800-898-4910.

P.O. Box 3518, Baton Rouge, LA 70821

Phone: 225-342-9057

Website: <https://ldh.la.gov/index.cfm/subhome/12>

Child Protection Investigation, Child Welfare

Department of Children and Family Services

Child Protective Services looks into reports of child abuse and neglect. The program provides helpful services to children and families.

627 N. Fourth St., Baton Rouge, LA 70802

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

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: <https://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: <http://ldh.la.gov/index.cfm/subhome/32>

Louisiana 2-1-1

This is an information and referral line to help you find resources for every day needs and in times of crisis. You can call 211 to access it. 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 oversees health companies that provide health care to people and families who qualify for Medicaid and other medical assistance programs.

Phone: 1-888-342-6207

Website: www.ldh.la.gov/medicaid

Healthy Louisiana Plans (LA Medicaid's Physical Health Care)

Through Healthy Louisiana Plans, Medicaid recipients enroll in a physical health plan. If you do not know your Healthy Louisiana plan or have other questions, you can call 1-855-229-6848.

Louisiana Medicaid Pharmacy Benefits Management Program

The Louisiana Medicaid Pharmacy Benefits Management Program offers prescriptions 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: jboult.behavioralservices@gmail.com

Website: <https://fsobehavioralservicesofla.com>

Coordinated System of Care—Wraparound Agencies

Region 1 (New Orleans and Jefferson Parish areas) National Child & Family Services

Serves Jefferson, Orleans, Plaquemines, and St. Bernard Parishes

824 Elmwood Park Blvd, Ste 135, Harahan, LA 70123

Phone: 504-266-2576

Region 2 (Baton Rouge area) National Child and Family Services of Baton Rouge

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

9150 Bereford Drive, Baton Rouge, LA 70809

Region 3 (Florida Parishes area) Choices, Inc.

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

116 Robin Hood Dr., Suite B, Hammond, LA 70403

Phone: 985-318-3250

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

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

Region 6 (Lake Charles area) Choices, Inc.

Serves Beauregard, Allen, Jefferson Davis, Calcasieu, and Cameron Parishes

1800 Ryan Street Suite 103, Lake Charles, LA 70601

Phone: 337-310-3737

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

Region 8 (Shreveport area) Choices, Inc.

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

2620 Centenary Blvd, Ste #180, Shreveport, LA 71104

Phone: 318-221-1807

Region 9 (Monroe area) Wraparound Services of Northeast Louisiana

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

Dictionary

Adverse Action—A decision to deny a request for services or a decision to approve a service that is less than what was asked for.

Advance Directive—An instruction in writing. This explains your wishes about what types of care you want or do not want.

Appeal—A request for a review of a decision.

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

Louisiana Department of Health / Office of Behavioral Health—This is a state agency. It oversees use of federal and state money to provide behavioral health services.

Behavioral Health Provider—The person or place you choose for behavioral health services. It can include:

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

Child and Family Team (CFT)—A group of people chosen with the family and connected to them through natural, community, and formal support relationships. The CFT develops and implements the family's plan, address unmet needs, and works toward the family's vision.

CHIP—The Children's Health Insurance Program. It was created in 1997 by Title XXI of the Social Security Act. This program is known in Louisiana as LaCHIP.

Consent to Treatment—Giving your permission to receive services.

Coordinated System of Care (CSoC)—This is an effort for Louisiana's children and youth with serious behavioral health problems. These children may also have more than one illness. They are at- risk of being placed outside of the home. The goal of the CSoC is to keep children:

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

Emergency Medical Condition—A medical state with severe symptoms (including severe pain). Not providing care would be very bad for the patient.

Emergency Services—Covered inpatient and outpatient treatments. These are given by a provider who is qualified to supply these services. The services may be needed to check out or reduce a severe medical problem.

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 who is trained to coordinate the wraparound process for an individual family.

Family—The primary care-giving group. Family is a group of people living together where adults provide parenting for children.

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

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

LaCHIP—This is the Louisiana Children’s Health Insurance Program 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

Member—A member is a child or youth who is enrolled with Magellan to receive CSoC services.

Notice of Action—When Magellan or a provider tells a member about the result of an action or decision regarding services.

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

- Treatment facilities
- Alternative schools
- Foster care services
- Secure care facilities
- Other places outside of the home

Plan of Care—The document that describes the family, the team, and the work needed to meet the family’s need and achieve family’s long-term goal.

Post-stabilization Care Services—Pre-approved services to help an emergency medical condition. The services are provided after a person is stable to help maintain the condition. The services can also be used to improve the condition.

Power of Attorney—A written statement naming 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 providing medical services to enrollees under contract with the state agency.

Provider Network—A group of therapists or counselors who have contracts with Magellan to provide behavioral health services.

Recovery—All people living with behavioral health conditions have the capacity to learn, grow, and change and can achieve a life filled with meaning and purpose.

Referral—The process your provider or uses to send you to another provider for special types of care.

Resiliency—All people have qualities that enable us to rebound from adversity, trauma, tragedy, threats, or other stresses and to go on with life with a sense of mastery, competence and hope.

Serious Mental Illness (SMI)—When people with mental illness cannot stay in the community without treatment or longer-term mental health care. The condition is severe and lasting. It limits a person's ability to handle the activities of daily living.

Strengths—Assets, skills, capacities, actions, talents, potential and gifts in each family member, each team member, the family as a whole, and the community.

Substance Use—An alcohol or drug problem.

Wraparound Agency (WAA)—WAAs develop a single plan of care and help arrange care for children within the Coordinated System of Care (CSoc).

Discrimination is against the law

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

- Race.
- Color.
- National origin.
- Age.
- Disability.
- Sex.
- Sexual orientation.
- Religion.
- Pregnancy.

We provide free help and services to children and youth with specialized behavioral health needs, disabilities, and their families. We want you to be able to communicate with us easily. We offer:

- Qualified sign language interpreters.
- Written information in many formats. These may include:
 - Large print.
 - Audio.
 - Accessible electronic formats.
 - Other formats.
- We also provide free language services to people whose first 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 believe we have not provided these services or discriminated in another way, you can file a grievance 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 grievance in one of three ways.

- By mail.
- By email.

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

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 may do this by mail or phone.

**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 <http://www.hhs.gov/ocr/office/file/index.html>.

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

کمک هک دیراد ار نیا قح دیشاب هتشاد ، دروم رد لاوس ، دینکیم کمک 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).



COORDINATED
SYSTEM OF CARE

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

Visit us online at www.MagellanofLouisiana.com or
Visit DHH website at www.csoc.la.gov