

How to Navigate Louisiana's Complex Systems to Find the Supports and Services that You Need – For Individuals with Co-Occurring Disabilities and their Families



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Introduction

You are not alone, even when it feels like you are!

In Louisiana, people who have an Intellectual/Developmental Disability with a co-occurring Behavioral/Mental Health Condition (Co-Occurring Disorders*) and their families may need to access services through three different points of entry in the Louisiana Department of Health (LDH) to receive the healthcare, support, and services they need. These systems include:

1. Developmental Disability Services that help someone with an IDD throughout their day at home, at work/school or in the community
 - a. These services require an Office of Citizens with Developmental Disabilities (OCDD) Statement of Approval.
 - b. The Local Governing Entities/Human Service Districts and Authorities (LGE/HSDA) are the single point of entry for these services
2. Physical healthcare services and treatment for any of your medical and physical needs (this includes personal care services through the Medicaid state plan)
 - a. These services are funded and authorized through a Medicaid process
 - b. You may elect to choose a Managed Care Organization (MCO) for these services or you may opt out of Managed Care and continue to receive these services through legacy (fee for service) Medicaid.
3. Behavioral Health services and/or Applied Behavior Analysis to meet any behavioral or mental health needs.
 - a. These services are **ONLY** accessed through a Managed Care Organization so even if you opt out for physical health you will need to choose a MCO for these services - this is the reason you may have two different insurance cards. Some youth may also be able to access additional wraparound and family support through the Coordinated System of Care (CSoC)
 - b. Regional or Local Governing Entities operating within the Office of Behavioral Health also provide both Medicaid services and some services for the uninsured through local clinics.

There are two additional systems that someone might need to navigate and those are, the school system and Louisiana Rehabilitation Services (LRS) for employment services. Understanding and working with these systems can be confusing and frustrating. Finding the right support and services from the correct system is exhausting and overwhelming. Are you feeling overwhelmed after reading these few paragraphs???

Take a deep breath and keep reading, this guide will help you!

This guide was written for you, by people and family members like you, with support from professionals from each system named above. There are solutions to most of your frustrations and issues troubling you. This guide is a tool for people and their families with Co-Occurring Disorders. This guide will walk you through each system and explain the types of services available and how these systems work together. The next 3 pages are meant to provide you with the most useful information, and who to contact to get what you need. The remaining pages of the guide will provide you with additional information and flowcharts, giving step-by-step directions on how to access services and whom you can call for help.

All the **bolded light blue text throughout the Guide are Hyperlinks**

Where do you go to get what you need?

Understanding what Services are in which Systems is Important

You may receive services to meet your needs from several different systems in Louisiana. Where you go to get each service or support depends on what you need. You may get some services through your school or your regular Medicaid coverage. There will be other services you will need OCDD eligibility to get, and still, others that come from other programs. The table below will help you get to the right place for the right services and support.

You need...	You get it here...	You call or go to...	Contact
Services early in life (0-3 years) to help with some delays in development	OCDD's Early Steps program How do you become eligible for OCDD Services?	Family Support Organization	Contact list: Early Steps System Point of Entry (SPOE) Referrals La Dept. of Health Map listing: Early Steps La Dept. of Health
Services after age 3 but before age 5 to help with learning and make sure you are ready for school	Dept of Education Head Start Program The special education process	Local School System	
Evaluation for special education, accommodations, or changes to IEP to help learn and participate in school activities [including nurse to help with medications and treatment at school or behavioral supports at school]	Dept of Education Special Education programs The special education process	Local School	Your local school/system
In-home help from someone for routine activities like: <ul style="list-style-type: none"> ● Getting dressed ● Eating ● Going to the bathroom ● Brushing your teeth ● Other self-care activities 	Medicaid For youth – EPSDT Personal Care For adults – Long Term Personal Care Medicaid Long-Term Care Services: About Medicaid La Dept. of Health	Your Health Plan OR Legacy Medicaid (if you opted out of a health plan)	Aetna 1-855-242-0802 TTY: 711 AmeriHealth Caritas 1-888-756-0004 Healthy Blue 1-844-521-6941 Humana Healthy Horizons 1-800-448-3810 Louisiana Healthcare Connections 1-866-595-8133 UnitedHealthcare 1-866-675-1607 OR Medicaid Customer Service toll free at 1-888-342-6207 OR 1-877-455-9955
In-home help from someone that is not covered by Medicaid. This would include things like:	OCDD waiver programs How do you become eligible for OCDD Services?	Your local Human Services District or Authority	To call your HSD/A: Locate Services La Dept. of Health

<ul style="list-style-type: none"> • Support when your parent/family are doing other things • Help taking medication daily • Help getting around your community and doing things • Home or vehicle modifications 			
Supports to get a job	Louisiana Rehabilitation Services (LRS) Louisiana Rehabilitation Services (LRS): Louisiana Rehabilitation Services - Louisiana Workforce Commission (laworks.net)	Your local LRS office	
Support to get a job or have work-related or volunteer activities during the day [when LRS does not provide these]	OCDD waiver programs How do you become eligible for OCDD Services?	Your local Human Services District or Authority	To call your HSD/A: Locate Services La Dept. of Health
Health services like: <ul style="list-style-type: none"> • Your doctors (including specialists) • Your therapists (OT, PT, speech) 	Medicaid Medicaid Long-Term Care Services: About Medicaid La Dept. of Health	Your Health Plan OR Legacy Medicaid (if you opted out of a health plan)	Aetna 1-855-242-0802 TTY: 711 AmeriHealth Caritas 1-888-756-0004 Healthy Blue 1-844-521-6941 Humana Healthy Horizons 1-800-448-3810 Louisiana Healthcare Connections 1-866-595-8133 UnitedHealthcare 1-866-675-1607 OR Medicaid Customer Service toll free at 1-888-342-6207 OR 1-877-455-9955
Support from a nurse in your home OR Pediatric Day Habilitation Services OR medical equipment when you are under age 22	Medicaid Medicaid Long-Term Care Services: About Medicaid La Dept. of Health	Your Health Plan OR Legacy Medicaid (if you opted out of a health plan)	Aetna 1-855-242-0802 TTY: 711 AmeriHealth Caritas 1-888-756-0004 Healthy Blue 1-844-521-6941 Humana Healthy Horizons 1-800-448-3810 Louisiana Healthcare Connections 1-866-595-8133 UnitedHealthcare 1-866-675-1607 OR Medicaid Customer Service toll free at 1-888-342-6207 OR 1-877-455-9955
Support from a nurse in your home OR medical equipment when you are age 22 or older	OCDD waiver programs How do you become eligible for OCDD Services?	Your local Human Services District or Authority	Call your HSD/A: Locate Services La Dept. of Health

Treatment or therapy for behavioral or mental health needs	Medicaid and the Office of Behavioral Health: Office of Behavioral Health La Dept. of Health LGE's	Your Health Plan (you have a health plan for these services even if you opted out for other services) Or your local Human Services District or Authority	Aetna 1-855-242-0802 TTY: 711 AmeriHealth Caritas 1-888-756-0004 Healthy Blue 1-844-521-6941 Humana Healthy Horizons 1-800-448-3810 Louisiana Healthcare Connections 1-866-595-8133 UnitedHealthcare 1-866-675-1607 OR Medicaid Customer Service toll free at 1-888-342-6207 OR 1-877-455-9955
Applied Behavior Analysis (ABA)	Medicaid	Your Health Plan (you have a health plan for these services even if you opted out for other services)	Aetna 1-855-242-0802 TTY: 711 AmeriHealth Caritas 1-888-756-0004 Healthy Blue 1-844-521-6941 Humana Healthy Horizons 1-800-448-3810 Louisiana Healthcare Connections 1-866-595-8133 UnitedHealthcare 1-866-675-1607 OR Medicaid Customer Service toll free at 1-888-342-6207 OR 1-877-455-9955
Specialized wraparound and behavioral health coordination if you are under the age of 21 (CSOC)	Medicaid and the Office of Behavioral Health: Office of Behavioral Health La Dept. of Health plus an additional 1915(c) HCBS Waiver Louisiana's Coordinated System of Care?	Coordinated System of Care (Magellan of Louisiana)	Magellan of Louisiana 1-800-424-4489.

Still confused?!? There is help to connect to the right systems and services!!!

1. You can call the numbers above and speak to someone OR
2. There is more information and links that will help you! To get to the section you need scroll down OR click the link in the table above for the program you want to explore further

1. Medicaid Long–Term Care Services: [About Medicaid](#) | La Dept. of Health

You get all your basic health needs from the Medicaid State Plan service menu. This includes:

- Your doctors
- Your specialists
- Your therapists (OT, PT, speech)
- A nurse in your home if you are under the age of 22
- Pediatric day habilitation
- Medical equipment
- Home health services
- Personal care services to meet self-care needs

Healthy Louisiana

Healthy Louisiana is the way most of Louisiana's Medicaid and LaCHIP recipients receive their health care services. In Healthy Louisiana, Medicaid recipients enroll in a Health Plan (Managed Care Organization MCO). These Plans differ from one another in several ways, including their provider networks, referral policies, health management programs, and extra services and incentives offered.

For those who are on The Request for Services Registry, or are receiving Waiver Services, you were given the choice to have a Health Plan or to opt out of a health plan and remain in Legacy Medicaid. If you need help choosing a health plan or think you may want to change your health plan, here is a link to get more information: [Healthy Louisiana \(la.gov\)](#). If you need help enrolling or changing a plan, use this link: [Enroll \(la.gov\)](#). To see if you qualify for Medicaid, use this link: [Medicaid Application Centers | La Dept. of Health](#). There should not be waiting lists for State Plan services.

Managed Care Organizations (Jan. 1, 2023 - present)

[Aetna Better Health of Louisiana](#)

[AmeriHealth Caritas of Louisiana](#)

[Healthy Blue](#)

[Humana Healthy Horizons in Louisiana](#)

[Louisiana Healthcare Connections, Inc](#)

[UnitedHealthcare of Louisiana, Inc.](#)

The Louisiana Medicaid Program operates within the Louisiana Department of Health. Medicaid eligibility is determined using the [Federal Poverty Level income guidelines](#).

Do you have more questions? Click [HERE](#) to view the Frequently Asked Questions Page

Do you qualify for Medicaid?

In Louisiana, you qualify to receive Medicaid if you:

- Receive Supplemental Security Income (SSI) from the Social Security Administration (SSA)

- Get financial help from the Office of Family Support (OFS) through the [Family Independence Temporary Assistance Program \(FITAP\)](#)
- Are disabled according to the Social Security Administration's [definition](#)
- Have corrected vision no better than 20/200
- Are a low-income parent of children under age 19
- Are a child under age 19
- Are pregnant
- Have no insurance and need treatment for breast and/or cervical cancer
- Receive Medicare coverage and are low-income, or
- Are aged 19 to 64 years old, have a household income less than 138% of the federal poverty level, do not already qualify for Medicaid or Medicare, and meet the citizenship requirement

Now that you know you qualify, are you ready to apply?

There are several ways you can apply or get more information:

1. Apply now or renew coverage for any Medicaid program by visiting the [Louisiana Medicaid Self-Service Portal \(SSP\)](#). Once you submit the online application, it is sent immediately to the Medicaid office for processing, and there is no delay for mailing or faxing a paper form.
2. Call the Medicaid hotline at 1.888.342.6207 for help applying 8 a.m. - 4:30 p.m.
3. Contact any [Medicaid Application Center](#) statewide.
4. [Download and print a Medicaid application](#) and then mail or fax it to Medicaid as directed on the form.

Contact your local [Medicaid office](#) for help applying.

Below are some common questions and answers that may help you:

My Problem Is:	Apply For:
I am a low-income parent, and I need health insurance for my children.	Louisiana Medicaid which provides health care coverage to children and families who meet certain income qualifications.
I need health insurance for my children but I make too much to get Medicaid	LaCHIP which offers health insurance to children. Learn more.
I have a disability and want to work, but I am afraid of losing my Medicaid coverage.	Medicaid Purchase Plan , which helps people with disabilities keep Medicaid benefits they qualify for while they work. Learn more.
I have a child with a disability, but I make too much to qualify for Medicaid.	Family Opportunity Act Medicaid , which lets higher-income families who have children with disabilities buy into the Medicaid program for health care coverage. Learn more. Act 421 Children’s Medicaid Option (TEFRA) - For certain children under the age of 19 with disabilities who meet an institutional level of care. Provides full medical coverage to children whose assets do not exceed \$2,000 in value and whose income does not exceed three times the federal benefit rate. Learn more

2. Office for Citizens with Developmental Disabilities: Office for Citizens with Developmental Disabilities | La Dept. of Health

If you or a loved one need help with day-to-day needs because of a developmental disability, you will want to see if you are eligible for services from the Office for Citizens with Developmental Disabilities (OCDD). OCDD serves as the **Single Point of Entry** (SPOE) into the developmental disabilities services system which includes, home and community-based services, public and private residential services, and other services for people with developmental disabilities. There are criteria to be eligible for additional services in the OCDD service system. Eligibility is based on the definition of developmental disability contained in [Louisiana R.S. 28:451.1-455.2](#). The **human services districts/authorities** (HSDA) serve as the points of entry for individuals to receive services, and will conduct the necessary interviews and review of assessments to determine eligibility.”

OCDD services are meant to add to the services someone may get through other programs like Medicaid or school when the disability affects several life areas. Not everyone who has a specific diagnosis will be eligible so it is important to apply so you can find out.

How do you become eligible for OCDD Services?

To see if you are eligible, you or someone acting on your behalf must complete an application for services (**Step #1**). For more details on the application process, please contact a **human services district or authority** in your local area [Locate Services | La Dept. of Health](#).

When you apply for services, someone will meet with you to learn about you and your needs. You should bring any and all information or records you have that could help you during the eligibility process (IEPs, test results etc.). If they feel like you do not have enough information to determine eligibility, you may have to have some additional testing completed.

The table on the next page shows the Developmental Disability eligibility criteria:



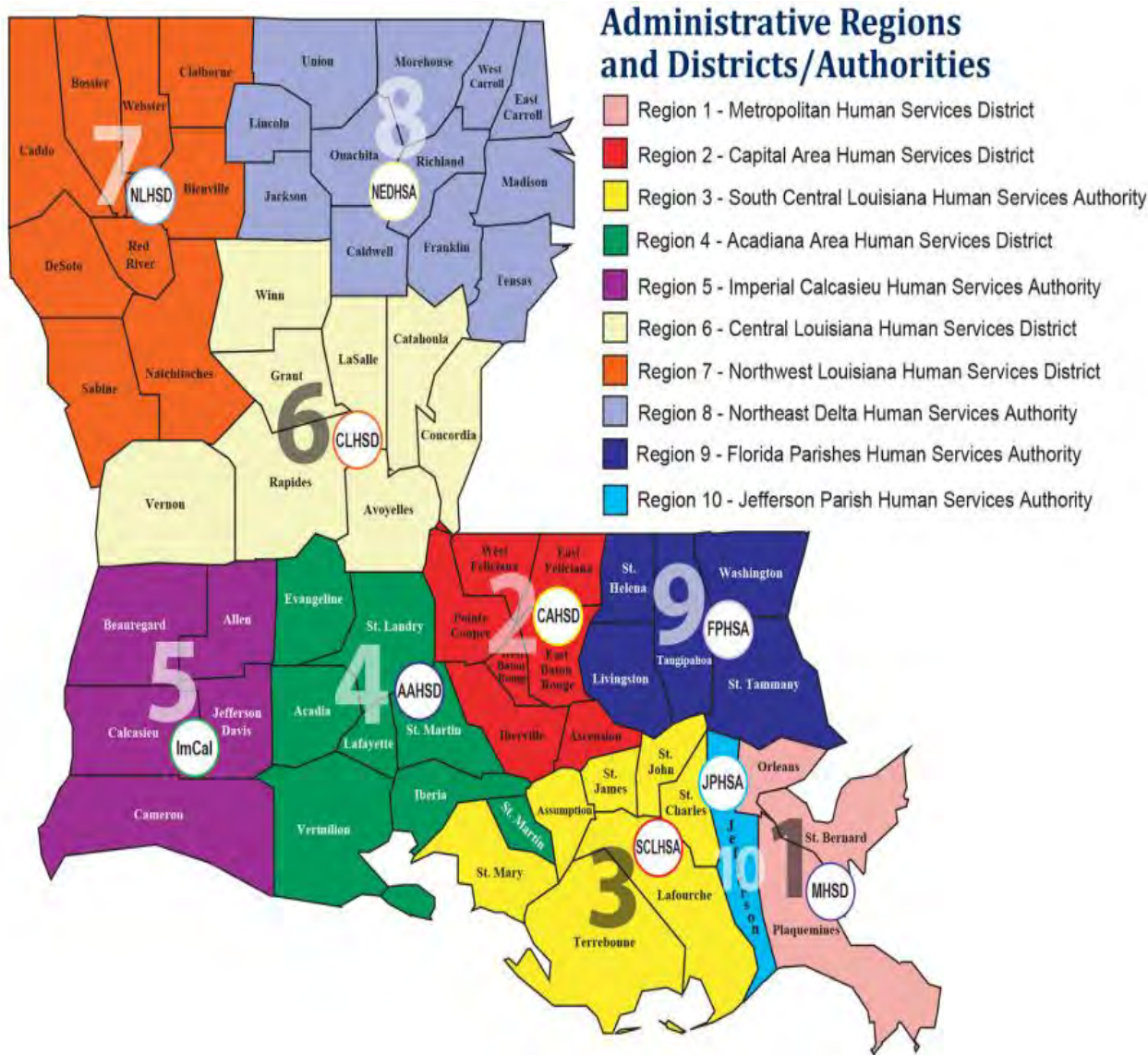
Early Steps [0-3]	OCDD <10	OCDD 10+
<p>Have certain diagnoses/conditions</p> <ul style="list-style-type: none"> likely to be lifelong and lead to limitations <p>[includes premature birth and other prenatal and birth-related situations]</p> <p>Have documented developmental delay in at least 2 areas</p>	<p>Have certain diagnoses/conditions</p> <ul style="list-style-type: none"> likely to be lifelong and lead to limitations <p>[no longer includes premature birth and other prenatal and birth-related situations; specific confirmed diagnoses and conditions are required]</p> <p>Have documented developmental delay in at least 2 areas</p>	<p>Has IDD diagnosis/condition [present before age 22]</p> <p>Has substantial functional limitations in 3 major life areas</p> <p>Is expected to be lifelong</p> <p>NOT SOLELY attributable to mental illness</p>

**Criteria are broader for younger children so that they can receive services that help improve their abilities and lead to greater independence. Some individuals will not need services or will not need as much help as they get older.

If you are eligible, you will receive a Statement of Approval and will get information about available services. If you are not eligible you will receive a Statement of Denial. If you receive a Statement of Denial, you have 30 days to appeal.



For questions about eligibility, applications, and services provided, you will need to know what region you live in. If you are unsure what Region you live in, see the map below or click [HERE](#). Contact information for each region is located on the next page.



- **Acadiana Area Human Services District (Region 4 AAHSD)**302 Dulles Drive, Lafayette, LA 70506 | PH: (337) 262-5610
Parishes Served: *Acadia, Evangeline, Iberia, Lafayette, St. Landry, St. Martin, Vermilion*
- **Capital Area Human Services District (Region 2 CAHSD)**7389 Florida Blvd., Suite 100 C, Baton Rouge, LA 70806 | PH: (225) 925-1910 / Toll-Free: 1-866-628-2133
Parishes Served: *Ascension, East Baton Rouge, East Feliciana, Iberville, Pointe Coupee, West Baton Rouge, West Feliciana*
- **Central Louisiana Human Services District (Region 6 CLHSD)**
5411 Coliseum Blvd, Alexandria, LA 71303 | PH: (318) 484-2347
Parishes Served: *Avoyelles, Catahoula, Concordia, Grant, LaSalle, Rapides, Vernon, Winn*
- **Florida Parishes Human Services Authority (Region 9 FPHSA)**835 Pride Drive, Suite B, Hammond, LA 70401 | PH: (985) 543-4730. Parishes Served: *Livingston, St. Helena, St. Tammany, Tangipahoa, Washington*
- **Imperial Calcasieu Human Services District (Region 5 IMCAL)**
One Lakeshore Drive, Suite 2000, Lake Charles, LA 70607 | PH: (337) 475-3100
Parishes Served: *Allen, Beauregard, Calcasieu, Cameron, Jefferson Davis*
- **Jefferson Parish Human Services Authority (Region 10 JPHSA)**1500 River Oaks Rd West, Jefferson, LA 70123 | PH: (504) 838-5257
Parishes Served: *Jefferson*
- **Metropolitan Human Services District (Region 1 MHSD)**3100 General DeGaulle Drive, New Orleans, LA 70114 | PH: (504) 568-3130
Parishes Served: *Orleans, Plaquemines, St. Bernard*
- **Northeast Delta Human Services Authority (Region 8 NEDHSA)**3200 Concordia Avenue, Monroe, LA 71201 | PH: (318) 362-5305
Parishes Served: *Caldwell, East Carroll, Franklin, Jackson, Lincoln, Madison, Morehouse, Ouachita, Richland, Tensas, Union, West Carroll*
- **Northwest Louisiana Human Services District (Region 7 NLHSD)**3018 Old Minden Road, Suite 1211, Bossier City, LA 71112 | PH: (318) 741-7455
Parishes Served: *Bienville, Bossier, Caddo, Claiborne, DeSoto, Natchitoches, Red River, Sabine, Webster*
- **South Central Human Services Authority (Region 3 SCLHSA)**5593 Highway 311, Houma, LA 70360 PH: (985)876-8805. Parishes Served: *Assumption, Lafourche, St. Charles, St. James, St. John, St. Mary, Terrebonne*

OCDD Services

Once you have OCDD eligibility, you may be able to get the following services depending upon your needs:

1. **EarlySteps:** Provides services to families with infants and toddlers birth to three years (36 months) who have a medical condition likely to result in a developmental delay, or who have developmental delays. There is not a waiting list for EarlySteps services. To learn more about EarlySteps, click [here. Early Steps | La Dept. of Health](#)
2. **Flexible Family Funds:** Monthly stipends (\$258) to families of eligible children with *severe or profound developmental disabilities* from birth to age 18 to help their families meet extraordinary costs. These stipends are offered on a first-come, first-served basis. To apply, contact a human services district or authority.
3. **Individual and Family Support:** Individual and family support provides assistance from any other resource that will allow people with developmental disabilities to live in their own homes or with their families in their own community. These services include but are not limited to:
 - respite care, personal assistance services, specialized clothing, dental and medical services, equipment and supplies, communication services, crisis intervention, specialized utility costs, specialized nutrition, and family education.Services can be provided by a private provider agency or an individualized agreement with you and your family if you get your own provider. To apply, contact a human services district or authority.
4. **Home and Community Based Waiver Supports:** Home and community-based waiver programs allow you to choose where you want to live and use services and supports that best meet your needs. The next section will give you a lot more information about waiver supports.
5. **Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IIDs):** ICF/IID provides active treatment services and supports in a 24-hour residential setting, including ongoing evaluation, planning, and coordination/integration of health and habilitative services and supports. ICF/IID services are provided in a range of residential settings. Your HSD/A will help you find an ICF/IID if you are interested in these services.

Home and Community Based Waiver Programs:

OCDD now uses a Tiered Waiver system so individuals are supported in the most appropriate waiver, and a Screening for Urgency of Need to determine your urgency of need for additional services. This just means that everyone starts off with a waiver that has fewer services and checks to see if the person's needs can be met. If they can, the person gets that waiver. If they cannot, then they move to the next waiver in the tier, and only those with Emergent and Urgent Needs receive Waiver Offers

Screening for Urgency of Need (SUN)

The SUN is done for anyone who may need waiver services. When you have a Statement of Approval (SOA), the Human Services District and Authorities (HSDA) will ask if you want or need

services. They will then place your name on the Request for Services Registry (RFSR). After you are on the RFSR, someone will call to schedule a SUN screening. The SUN screener will ask you some questions about:

- Your life vision and goals (or what do you want your life to look like?)
- What services or supports do you use now? This would include any informal supports
- What services you might be able to access but are not?
- What unmet needs do you have even with those services? OR what unmet needs do you anticipate in the near future because something about the services or supports is changing?
- How urgent are the unmet needs?

Understanding the SUN and Your SUN Score

Your SUN score depends on

1. If you have unmet needs (or you will soon have unmet needs)
2. The type of unmet needs you have
3. If the unmet needs can be met with services in the waivers
4. When or how soon the unmet needs will occur

It is important to remember that the waivers will not meet every need. Remember that the waiver supplements the other services you might get through Medicaid or school. The information here helps you better understand your SUN score:

- SUN score of 4 = Emergent needs; this means that all of the following are true
 - You have unmet needs now
 - You need services quickly because:
 - You may not be able to stay living where you are without them OR
 - Your health or behavioral health will get worse OR
 - Basic activities that need to happen each day will not happen
 - The unmet needs can be met with the services in the waiver
- SUN score of 3 = Urgent needs; this means that all of the following are true
 - You have unmet needs now
 - You have temporary supports in place but these will not last past this year so you need services within the next year because:
 - You may not be able to stay living where you are without them OR
 - Your health or behavioral health will get worse OR
 - Basic activities that need to happen each day will not happen
 - The unmet needs can be met with the services in the waiver
- SUN score of 2 = Critical needs; this means that all of the following are true
 - You do not have unmet needs now, but you some services or supports you have will end in the next 1-2 years.
 - When the services or supports end in the next 1-2 years THEN you will need services because
 - You may not be able to stay living where you are without them OR
 - Your health or behavioral health will get worse OR
 - Basic activities that need to happen each day will not happen
 - The unmet needs can be met with the services in the waiver
- SUN score of 1 = Planning needs; this means that all of the following are true

- You do not have unmet needs now, but you some services or supports you have will end in the next 2-5 years.
- When the services or supports end in the next 2-5 years THEN you will need services because
 - You may not be able to stay living where you are without them OR
 - Your health or behavioral health will get worse OR
 - Basic activities that need to happen each day will not happen
- The unmet needs can be met with the services in the waiver
- SUN score of 0 = No Unmet needs; this means that one of the following are true
 - You do not have unmet needs now, and there are no expected changes in the next 5 years.
 - Your needs CANNOT be met with the waiver

****Don't be shy to let the screener know what your REAL needs are! This assessment is looking to see how urgent your needs are.**

After the screening, you will receive a SUN score. If you do not agree with your SUN score, talk with the screener, and explain your concerns or questions. The screener should listen and take in all the information you have and either:

- Explain the scoring so that you better understand it, if the information does not change the score OR
- Change the score, if you are able to share information that the screener didn't have or didn't understand before

If you are given a score of 3 or 4 you will receive a waiver offer. How soon your waiver services are put in place will depend on the amount and type of services needed.

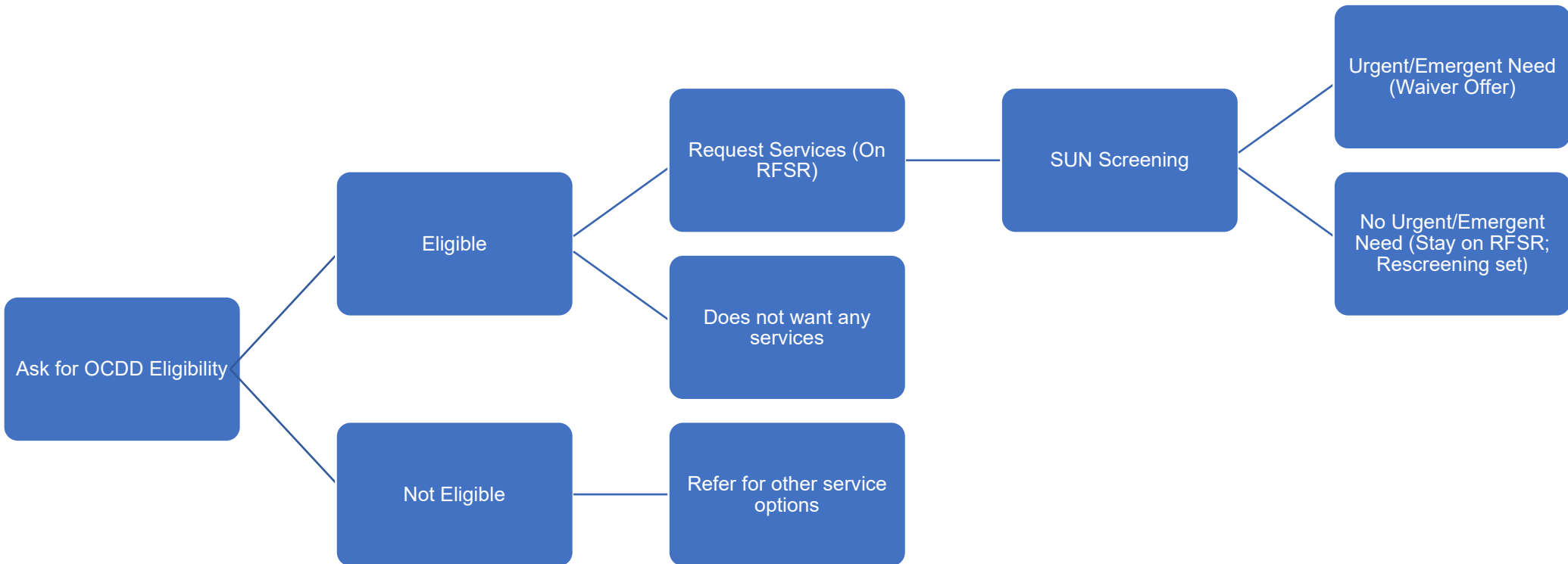
****You can ask for a review/appeal if you disagree with your SUN score.**

Persons who score a 0, 1, or 2 on the SUN screening will have another screening at a later point in time to make sure that their needs have not changed. If your needs change in between screenings, you should contact your HSD/A and ask for a new SUN screening.

The next few pages will show you the request process and how the HSDA determines the most appropriate waiver.

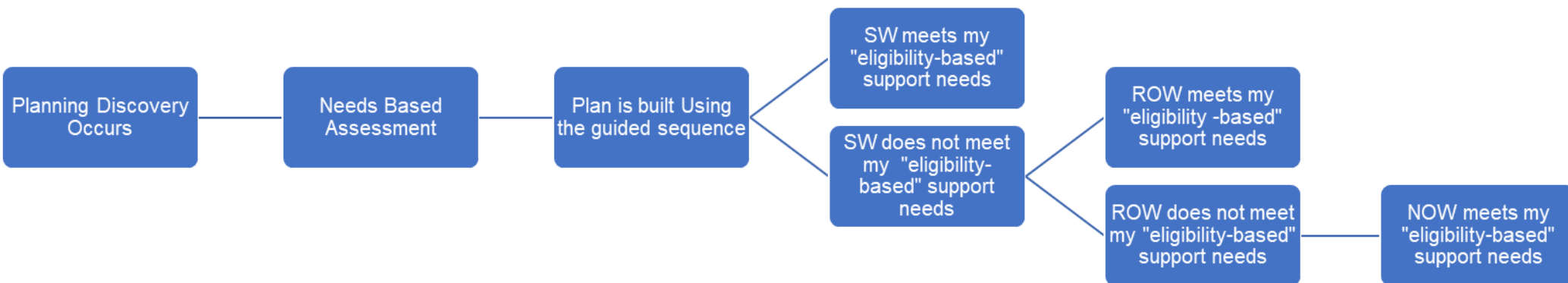


A visual recap of the OCDD Waiver Request Process



How Does the Most Appropriate Waiver Consideration Work?

Youth under age 21 are expected to have their needs met with the Children's Choice and EPSDT. If there is a unique situation identified where this is not the case, then either the crisis designation option or an exceptions request should be explored. The exception is individuals aged 18 to 21 who move to the Supports waiver because they leave school for work.



The four (4) waivers

Services may change from time to time. The table covers the broad categories in each waiver. Use the links to get more detailed information.

	Learn more	Learn more	Learn more	Learn more
Service Categories	Children’s Choice Waiver (3-22 yo)	Supports Waiver (18 yo+)	Residential Options Waiver	New Opportunities Waiver
In Home	Family Support	Habilitation	Community Living Supports Shared Living Companion Care Host Home Monitored In Home Caregiving	Individual Family Support Supported Independent Living Adult Companion Care Substitute Family Care Monitored In Home Caregiving
Respite	Center-Based	Center-Based & In Home	Center-Based	Center-Based
Employment & Day Services	None	Community Life Engagement – Day Habilitation Prevocational – Career Planning Supported Employment (individual and group) Virtual Options for the above	Community Life Engagement – Day Habilitation Prevocational – Career Planning Supported Employment (individual and group) Virtual Options for the above	Community Life Engagement – Day Habilitation Prevocational – Career Planning Supported Employment (individual and group) Virtual Options for the above
Environment/ Equipment	Specialized Medical Equipment Environmental Adaptations	None	Medical Assistive technology/ equipment Environmental Adaptations	Specialized Medical Equipment Remote Supports Environmental Adaptations
Housing/Transitional	Housing Stabilization Housing Stabilization Transitional	Housing Stabilization Housing Stabilization Transitional	Housing Stabilization Housing Stabilization Transitional One-time transitional	Housing Stabilization Housing Stabilization Transitional One-time Transitional
Professional (does not take the place of EPSDT or state plan services)	Additional therapies tied to music, sensory, art, aquatic and horseback riding not otherwise covered by Medicaid	Expanded Dental Services for Adults over 21	Skilled nursing (adults; extension of state plan) Limited professional services as extension of state plan Extended Dental Services for Adults over 21	Skilled nursing (adults; extension of state plan) Limited professional services as extension of state plan Extended Dental Services for Adults over 21

Additional OCDD Resources: [Resources | La Dept. of Health](#)

Common OCDD Acronyms:

[OCDDMasterListofAcronyms051618forwebsite.pdf \(la.gov\)](#)

Developmental Disability Services Who to Call List:

1. Your LGE/HSD/A is the Single Point of Entry – Call them first
2. If you have services and you have a coordinator – call them to help you access what you need
3. If you have a general question about a policy, process or program OR you have not been able to get help from the LGE or support coordinator, you can email ocddinfo@la.gov OR call 225-342-0095

3. Office of Behavioral Health: [Office of Behavioral Health | La Dept. of Health](#)

If you or someone in your family is having trouble with their emotional, psychological, or social well-being, continue reading below for information on where to go for treatment and services.

The Office of Behavioral Health provides statewide authority and accountability for all behavioral healthcare, including behavioral health treatment services for Louisiana citizens. This includes coordinating between other agencies, and partnering with entities that deliver and manage components of care for the behavioral health population. The program includes six managed care organizations (MCO) to improve recipient health outcomes, and add benefits for recipients as well as one specialized managed care entity coordinating the waiver program for adolescents (CSOC).

The six MCOs/Health Plans are:

- [Aetna Better Health of Louisiana](#)
- [AmeriHealth Caritas Louisiana, Inc.](#)
- [Healthy Blue](#)
- [Humana Healthy Horizons in Louisiana](#)
- [Louisiana Healthcare Connections](#)
- [UnitedHealthcare Community Plan](#)

For wraparound behavioral health services for under 21 years of age (CSOC):

- [Magellan Healthcare \(for Coordinated Systems of Care Waiver Services for those under 21 years old\)](#)

Your Health Plan will help you get the behavioral health services you need. These include:

- Individual or group therapy services
- Services from a behavioral health rehabilitation agency including help at times in your home and community
- More intensive services from a community team
- Crisis services
- Services out of your home or in hospital when you need these



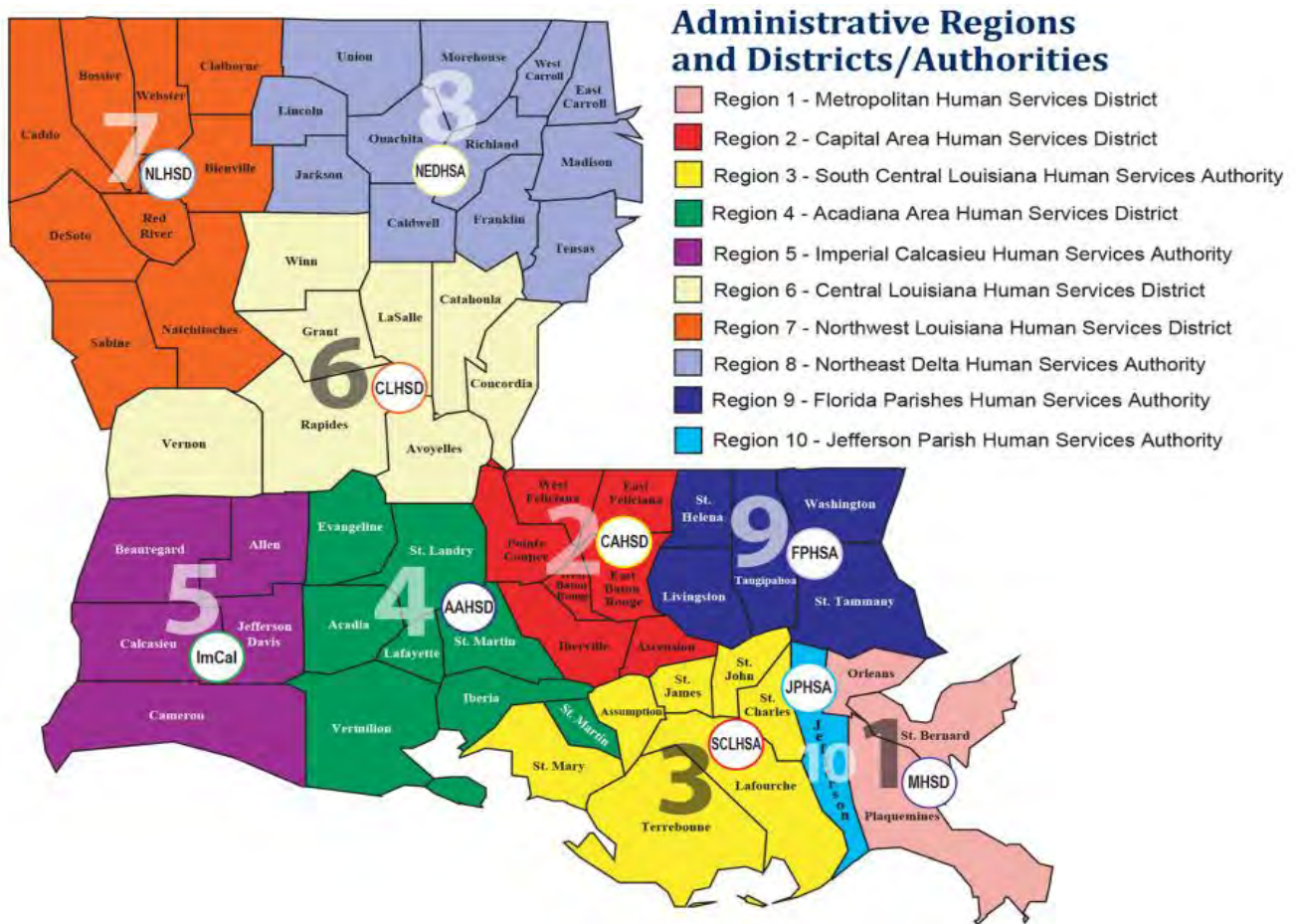
Regional Services

Behavioral health treatment services ARE available in your region:

The Human Service Districts/Authorities (HSDA) are currently treating adults and children with serious behavioral health conditions or emotional disturbances through clinics throughout the state. These behavioral health clinics provide a variety of services, including screening and assessment, emergency crisis care, individual evaluation and treatment, medication administration and management, clinical casework services, specialized services for children and adolescents, specialized criminal justice services, specialized services for the elderly, and pharmacy services. The **inability to pay does not** affect the receipt of service

For questions about eligibility, applications, and services provided, you will need to know what region you live in. **If you are unsure what Region you live in, see the map below or, click [HERE](#). Contact information for each region is located on the next page**

Other regional services available: <https://laevidencetopractice.com/interactivemap/>
<https://laevidencetopractice.com/landing-page/crisis-initiative-1/crisis-map/>



Click the name of a Human Services District/Authority in your region

[Acadiana Area Human Services District \(Region 4 AAHSD\)](#)302 Dulles Drive,
Lafayette, LA 70506 | PH: (337) 262-5610
Parishes Served: *Acadia, Evangeline, Iberia, Lafayette, St. Landry, St. Martin, Vermilion*

[Capital Area Human Services District \(Region 2 CAHSD\)](#)7389 Florida Blvd., Suite 100
C, Baton Rouge, LA 70806 | PH: (225) 925-1910 / Toll-Free: 1-866-628-2133
Parishes Served: *Ascension, East Baton Rouge, East Feliciana, Iberville, Pointe Coupee,
West Baton Rouge, West Feliciana*

[Central Louisiana Human Services District \(Region 6 CLHSD\)](#)
5411 Coliseum Blvd, Alexandria, LA 71303 | PH: (318) 484-2347
Parishes Served: *Avoyelles, Catahoula, Concordia, Grant, LaSalle, Rapides, Vernon, Winn*

[Florida Parishes Human Services Authority \(Region 9 FPHSA\)](#)835 Pride Drive, Suite
B, Hammond, LA 70401 | PH: (985) 543-4730. Parishes Served: *Livingston, St. Helena, St.
Tammany, Tangipahoa, Washington*

[Imperial Calcasieu Human Services District \(Region 5 IMCAL\)](#)
One Lakeshore Drive, Suite 2000, Lake Charles, LA 70607 | PH: (337) 475-3100
Parishes Served: *Allen, Beauregard, Calcasieu, Cameron, Jefferson Davis*

[Jefferson Parish Human Services Authority \(Region 10 JPHSA\)](#)1500 River Oaks Rd
West, Jefferson, LA 70123 | PH: (504) 838-5257
Parishes Served: *Jefferson*

[Metropolitan Human Services District \(Region 1 MHSD\)](#)3100 General DeGaulle
Drive, New Orleans, LA 70114 | PH: (504) 568-3130
Parishes Served: *Orleans, Plaquemines, St. Bernard*

[Northeast Delta Human Services Authority \(Region 8 NEDHSA\)](#)3200 Concordia
Avenue, Monroe, LA 71201 | PH: (318) 362-5305
Parishes Served: *Caldwell, East Carroll, Franklin, Jackson, Lincoln, Madison, Morehouse,
Ouachita, Richland, Tensas, Union, West Carroll*

[Northwest Louisiana Human Services District \(Region 7 NLHSD\)](#)3018 Old Minden
Road, Suite 1211, Bossier City, LA 71112 | PH: (318) 741-7455
Parishes Served: *Bienville, Bossier, Caddo, Claiborne, DeSoto, Natchitoches, Red River,
Sabine, Webster*

[South Central Human Services Authority \(Region 3 SCLHSA\)](#)5593 Highway 311,
Houma, LA 70360 PH: (985)876-8805. Parishes Served: *Assumption, Lafourche, St.
Charles, St. James, St. John, St. Mary, Terrebonne*

Louisiana's Coordinated System of Care?

Louisiana's Coordinated System of Care (CSoC) is the state's effort to bring this philosophy and approach to Louisiana. By establishing CSoC, we can help to make sure that young people in or at risk of out-of-home placement with significant behavioral health challenges can receive the supports and services they need.

SYSTEMS OF CARE HELP FAMILIES AND CHILDREN

- Have a stronger voice in their care
- Become more independent
- Stay together in communities and homes

All young people who are referred for CSoC face serious challenges with their emotions and behavior.

Supports and Services

There are **four** specialized services that are available to children and families enrolled in CSoC. These services are in addition to other services the family may be receiving.

1. Parent Support and Training

This service connects families with people who are caregivers for children with similar challenges. Parent Support staff provide support to families and help families develop skills. Parent Support staff also provide information and education to families and help families connect with other supports in the community.

2. Youth Support and Training

Young people who have been involved in behavioral health services or other child-serving systems in the past provide support, mentoring, coaching, and skill development to children and youth enrolled in CSoC. This service works with the child or youth at home and in community locations. This service helps the children and youth enrolled in CSoC to develop the skills and abilities needed to overcome challenges.

Parent Support and Training and Youth Support and Training services are provided by the Family Support Organization (FSO): [Behavioral Services of Louisiana](#)

3. Short Term Respite Care

Respite is designed to help meet the needs of the caregiver and the child. The respite provider cares for the youth or child in the child's home or a community setting to give the caregiver/guardian a break. Children or youth in CSoC can

receive up to 300 hours of respite each year. This service helps to reduce stressful situations. Respite may be planned or provided on an emergency basis.

4. Independent Living and Skills Building

This service helps children or youth who need assistance moving into adulthood. Children or youth learn skills that help them in their homes and community. Children or youth learn to be successful with work, housing, school, and community life.

Is CSoC right for you?

CSoC might be right if your child:

- Is 5 to 20 years old
- Has a mental health or co-occurring disorder
- Has a history with child welfare, juvenile justice, and/or trouble in school
- Is in an out-of-home placement, or at risk for being placed out of home including:
 - Addiction facilities
 - Detention
 - Homeless (as identified by the Department of Education)
 - Intellectual or developmental disabilities facilities
 - Non-medical group home
 - Psychiatric hospitals
 - Psychiatric residential treatment facilities
 - Secure care facilities
 - Therapeutic foster care
 - Therapeutic group home

If you think CSoC is right for you: Call [Magellan of Louisiana](#) directly at 1-800-424-4489.

You can also call your child's/youth's [Healthy Louisiana](#) plan to be connected to Magellan.

Helpful tips for the phone call:

You will be greeted by a representative at Magellan or your Healthy Louisiana Plan. Tell the representative you are calling about a child/youth that you think may meet the eligibility criteria for CSoC.

Be prepared to answer several questions from the representative, including:

- Age
- Insurance/Medicaid coverage
- Mental Health History
- Substance Abuse History
- Medication
- Medical history
- History with child welfare, juvenile justice, and trouble in school

If you call your Healthy Louisiana plan and the child/youth meets the initial criteria for a CSoC referral, the representative will then transfer the call to Magellan.

Be prepared to answer questions about the child/youth's behaviors and concerns about what is going on in the child's life that makes you think CSoC is needed. Talk about the difficulties the child/youth is having at home, school, and/or in the community.

If the child/youth meet the criteria for CSOC, the representative will assist with scheduling a thorough assessment with the child/youth.

Regardless of CSoC eligibility, Magellan or your Healthy Louisiana plan will ensure that children and youth are referred to providers who can meet their needs.

Behavioral Healthcare Who to call List:

1. For Questions About Healthy Louisiana Call: 1.888-342.6207
2. For help getting behavioral health services, Call your health plan:
 - Aetna **1-855-242-0802** TTY: 711
 - AmeriHealth Caritas **1-888-756-0004**
 - Healthy Blue **1-844-521-6941**
 - Humana Healthy Horizons **1-800-448-3810**
 - Louisiana Healthcare Connections **1-866-595-8133**
 - UnitedHealthcare **1-866-675-1607**
3. For Questions About CSoC or if you have CSoC and need help with services Call 1.800.424.4489

** The first step to accessing behavioral health services will always be to contact your Medicaid MCO or health insurance plan, LGE for your local area, and/or behavioral health service provider. If after connecting with your MCO/insurance provider, LGE, or behavioral health service provider you still have questions about how to access behavioral health services, please contact the OBH Main Line at (225) 342-2540. **

4. Louisiana Department of Education: [Students with Disabilities \(louisianabelieves.com\)](http://louisianabelieves.com)

The Louisiana Department of Education provides several different functions:

- Ensure that legislative mandates relating to education are appropriately carried out within the state.
- Observe the school systems in operation. The Department takes its observations to the legislatures and offers recommendations on changes and regulations.
- Serve as a mediator concerning controversies between school districts, local or regional educational agents, and agencies of the state.

The special education process

The special education process in Louisiana consists of:

Referral:

If your child is between the ages of three- to 20-years-old, and you suspect they need special education services, your first step will be to contact your school district and request an evaluation in writing. When you request that your child be evaluated for special education this is called a referral. This is called “Child Find.” When calling the district, you should ask for the person responsible for “Child Find” and tell them you are interested in a special education evaluation for your child.

The Child Find coordinator will answer your questions and tell you which school to make your referral to.

The school will **review the information you give them about your child** and respond in one of three ways:

1. Decline to do an evaluation
2. Recommend that your child be screened to see if they should do a full evaluation
3. Proceed to a Full and Individual Initial Evaluation (FIIE)

Evaluation: This is the first step in the process of determining if your child needs special education services. **Both you and your child should be at the evaluation** appointment unless you are told otherwise. There may be one or more evaluators at the appointment. The evaluator(s) will perform a variety of tasks with your child to help them determine if your child has a disability.

Eligibility: If your child’s evaluation reveals a disability, the next step is to have a meeting with school district representatives. The purpose of this meeting is to determine if the disability causes your child to need special services to be successful in school. In other words, if your child is eligible for special education services. If the answer is “yes,” **you will go on to the IEP** meeting to develop your child’s IEP. If the answer is “no,” you have other options.

Development of the Individualized Education Program (IEP): The IEP Team, which includes you, as well as school district personnel, is created to write the IEP for your child. The IEP document is a blueprint for the special education services your child will receive. **You are the most important member of your child’s IEP Team** and get to help create the IEP to address your child’s educational needs.

IEP review: The IEP is revisited and adjusted regularly to make sure it continues to meet your child’s needs for as long as he receives special education services. The only way these services can be changed is if the team meets and agrees on changes. The team must meet every year to review the IEP, discuss how your child is doing on the IEP goals and make changes that will help your child.

Reevaluation: Federal law requires IEP teams to consider reevaluating the student at least every 3 years. Parents can also request that their child be reevaluated up to once per year. This is most often helpful when there are new issues coming up at school related to the disability or the child has received a new diagnosis that may impact him or her at school.

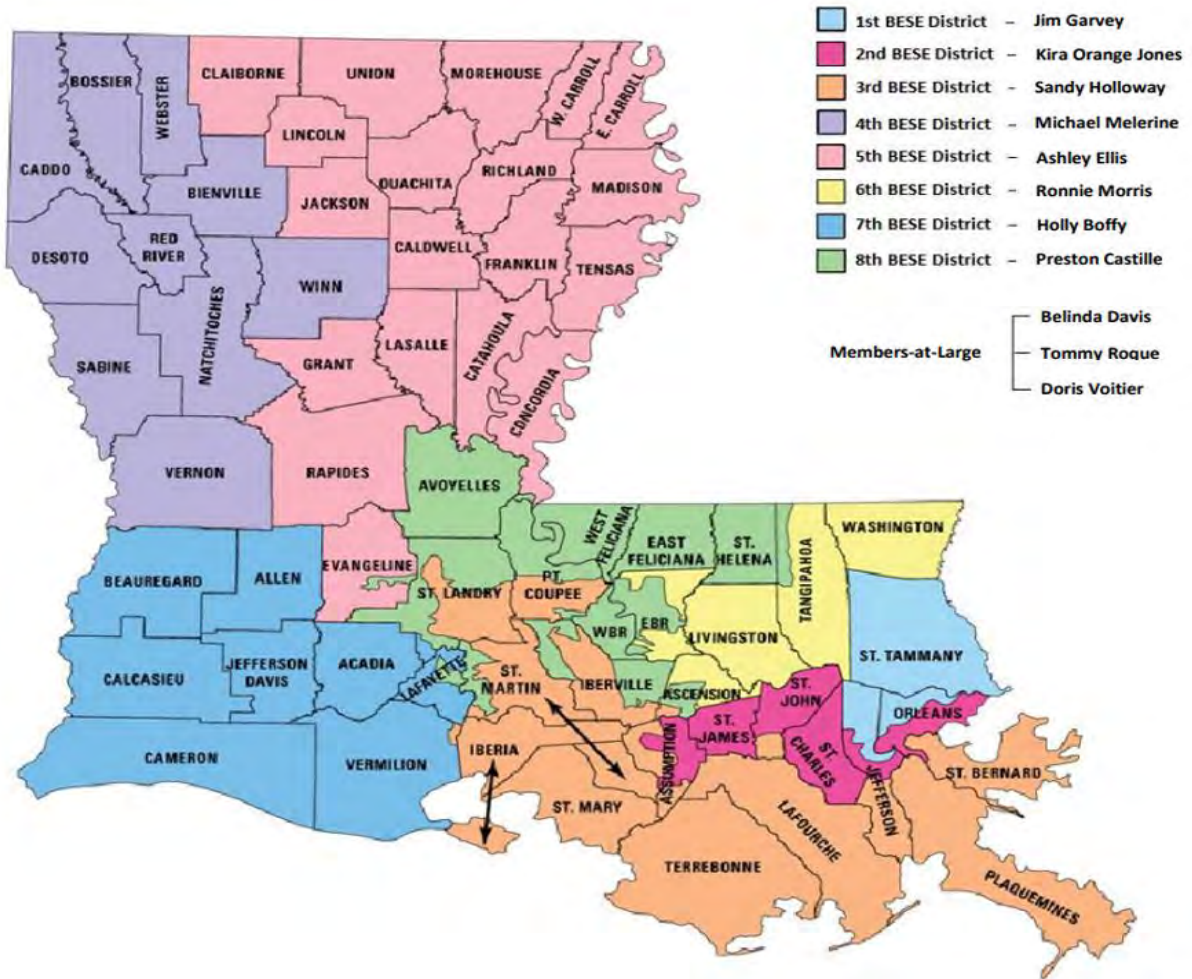
The Board of Elementary and Secondary Education:

The Louisiana State Board of Elementary and Secondary Education (BESE) was established by the Louisiana Constitution with the responsibility for governing all Louisiana public schools within the following categories:

- Public elementary schools
- Public secondary schools (middle and high schools)
- Educational units in the state’s correctional institutions and mental facilities (Special School Districts 1 and 2).



There are 8 elected BESE Districts and 3 members at large:



To determine who your BESE members is and/or contact them click [HERE](#)

Educational Resources for Parents of Students with Disabilities

1. [Resources-for-parents-of-students-with-disabilities.pdf](#)
(louisianabelieves.com)
2. Families Helping Families Network
3. Exceptional Lives - Resources & Support for Families of Children with Disabilities
4. PTI – Families Helping Families of Greater New Orleans ([fhfोगno.org](#))

LDOE who to contact List:

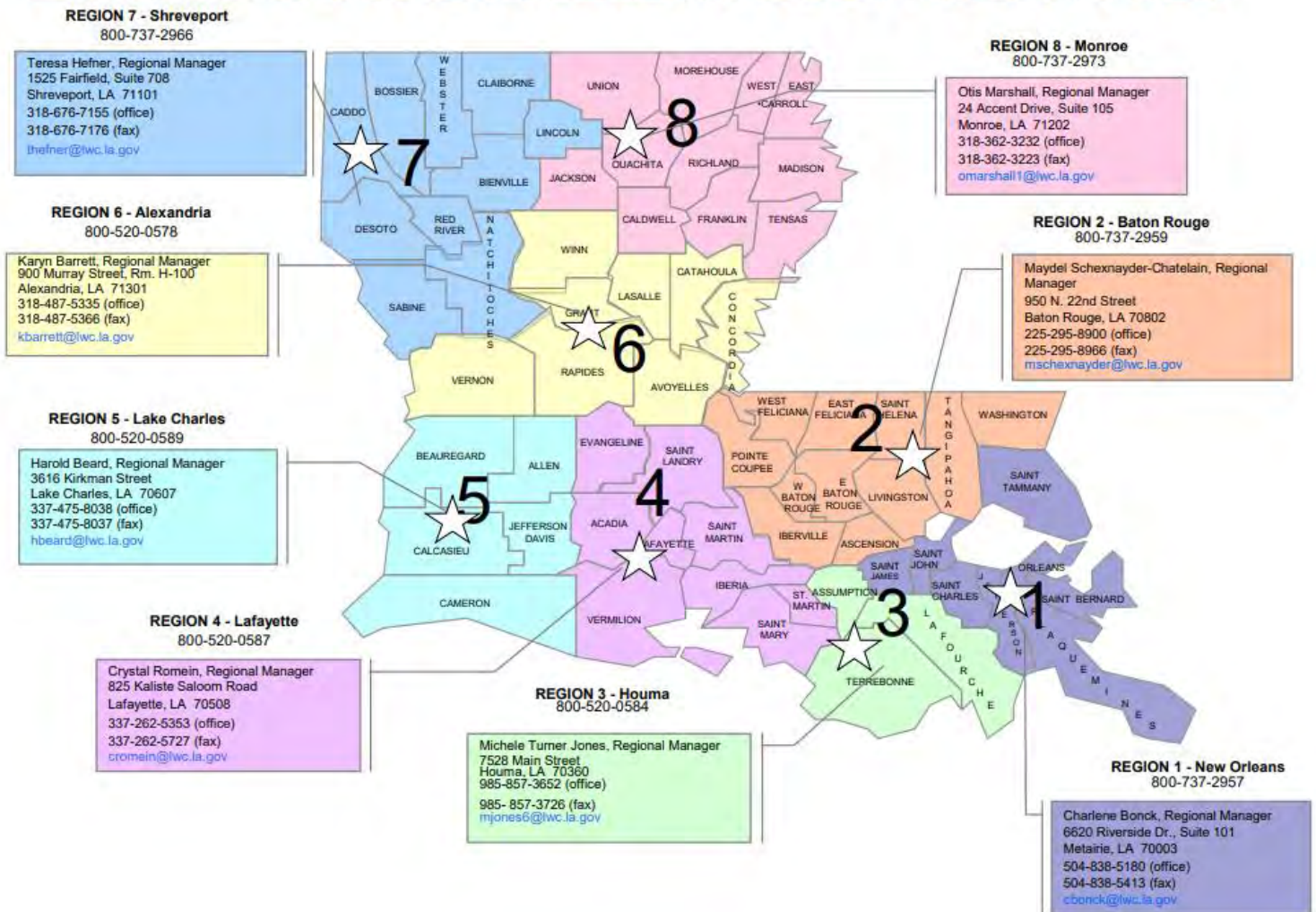
1. LDOE's Communication Center at 877-453-2721. Translation services available
Complaints: (225) 342-3572
2. specialeducation@la.gov

5. Louisiana Rehabilitation Services (LRS): [Louisiana Rehabilitation Services - Louisiana Workforce Commission \(laworks.net\)](http://laworks.net)

Louisiana Rehabilitation Services (LRS) assists persons with disabilities in their desire to obtain, maintain or advance in competitive integrated employment and achieve independence in their communities by providing rehabilitation services and working cooperatively with businesses and other community resources.

There are 8 Regional Offices in the state.

LOUISIANA REHABILITATION SERVICES



Supports & Services

There are three specialized services that are available to individuals eligible for LRS services.

1. Blind Services

Provides both vocational rehabilitation and independent living services to eligible individuals who are blind or visually impaired.

- Randolph-Sheppard Business Enterprise Program - Provides career opportunities for qualified individuals in the food service field.
- Older Blind/Visually Impaired Program - Expands independent living services for persons who are age 55 or older and have a severe visual impairment.

2. Independent Living Program

The Independent Living program allows individuals to have the option to choose to live or remain in their home or community setting, with emphasis on community-based supports and services. This includes such services as information and referral sources, independent living skills training, peer support, system and individual advocacy, and other independent living services.

3. Vocational Rehabilitation Services

Provides comprehensive rehabilitation services that go far beyond those found in routine job training programs. This frequently includes work evaluation and job readiness services; assessment for and provision of assistive technology, such as customized computer interfaces for persons with physical or sensory disabilities; job counseling services, and medical and therapeutic services.

Eligibility

Are you eligible? To be eligible for vocational rehabilitation services, the individual must:

- Have a physical, mental, cognitive, or sensory impairment / disability which for the individual constitutes or results in a substantial impediment to employment and independent living;
- Be able to benefit from vocational rehabilitation services in terms of employment; and

- Require vocational rehabilitation services to prepare for, enter, engage in, or retain gainful employment or;
- Must be able to benefit from independent living services by improving their ability to function, continue functioning, or move toward functioning independently within the family or the community.

Where do I apply for services?

Contact the nearest LRS Regional Office. You can locate this information through the [Regional Office Directory](#).

Frequently Asked Questions about Vocational Rehabilitation

LRS Who to Call List:

1. https://www.laworks.net/WorkforceDev/LRS/LRS_RegionalOffices.asp



Resources

1. The Center for Start Services: [National Center for START Services | University of New Hampshire](#)
2. NADD – An Association for persons with I/DD and Mental Health Needs: [Home - The NADD](#)
3. The Arc US: [We Must Do Better for People With IDD and Mental Health Needs \(thearc.org\)](#)
4. Additional OCDD Resources: [Resources | La Dept. of Health](#)
5. Common OCDD Acronyms: [OCDDMasterListofAcronyms051618forwebsite.pdf \(la.gov\)](#)
6. [Magellan Health Services - Louisiana](#)
7. [National Suicide Prevention Lifeline](#)
8. [Projects for Assistance in Transition from Homelessness \(PATH\)](#)
9. [Louisiana Registry of Sexual Offender Treatment Providers](#)
10. [Healthy Louisiana Information](#)
11. [NAMI Louisiana](#)
12. [National Institute of Mental Health](#)
13. [Mental Health America](#)
14. [Behavioral Health Immediate Resources](#)