

LOUISIANA DEPARTMENT OF HEALTH

Coordinated System of Care (CSoC) Annual Report State Fiscal Year 2024

Agency Response to LA Revised Statute 40:1253.3

Louisiana Department of Health

Office of Behavioral Health

June 2025



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Executive Summary

Louisiana law R.S. 40:1253.3 requires the Louisiana Department of Health (LDH, or the Department) to provide an annual report of its Coordinated System of Care, or CSoC program. CSoC is a Medicaid waiver that allows LDH to offer a network of coordinated behavioral health services to children who meet certain eligibility requirements. Magellan Health of Louisiana, Inc. coordinates, administers, and manages the services for children ages 5 to 20 who may be eligible for or enrolled in the CSoC waiver.

This report addresses questions and requests made by the Legislature about the program and its management. Data included in this report includes provider participation, member enrollment, requests for services and referrals, and claims and payment information. Additional measures included in this report demonstrate achievement of the following outcomes expressed in R.S. 40:1253.3:

- Continued implementation of the Coordinated System of Care;
- Advancement of resiliency, recovery, and a consumer-focused system of person-centered care; and
- Implementation of best practices and evidence-based practices that are effective and supported by data collected from measuring outcomes, quality, and accountability.

Preface

In December 2015, LDH integrated specialized behavioral health services previously provided under the Louisiana Behavioral Health Partnership (LBHP) by adding them to the services offered through the state's Healthy Louisiana managed care program for physical and primary healthcare.

The Coordinated System of Care (CSoC) is a specialty waiver program that remains outside of the Healthy Louisiana managed care program. CSoC serves children and youth who have complex behavioral health conditions and are in or at significant risk of out-of-home placement. This program offers a comprehensive array of intensive services, including four specialized waiver services. Goals for CSoC include enabling high-risk children and youth to remain in or return to their homes and communities rather than in residential/detention settings; reducing the state's cost of providing services by leveraging Medicaid and other funding sources; and improving the overall outcomes for enrolled children/youth and their caregivers. Wraparound, the model used to meet the goals of CSoC, is a process to help youth with complex behavioral health needs benefit from individualized, coordinated care planning. This process produces a single plan of care that coordinates all agencies and providers. CSoC is guided by the following wraparound principles: Collaboration, Community-Based, Culturally Competent, Family Voice and Choice, Individualized, Informal/Natural Supports, Outcome-Based, Strengths-Based, Team-Based, and Unconditional Care.

The Department applied for statewide implementation of CSoC with the Centers for Medicare and Medicaid Services (CMS) in state fiscal year (SFY) 2014 and received approval for statewide expansion in September 2014. As of January 2021, the Department secured CMS approval to increase the number of youth who may enroll in the CSoC program from 2,400 to 2,900.

LDH with Magellan offers the following measures and outcomes as part of this CSoC annual report. As required by R.S. 40:1253.3, the reporting period enclosed includes SFY 2024 (July 2023 to June 2024). In preparation for the submission of this report, LDH worked with a governmental auditing firm to review independently the majority of the data submitted by Magellan. Magellan's data aligns with LDH's review findings.

1 PROVIDER INFORMATION

Since implementation of CSoC, LDH and Magellan have overseen the expansion of the network of providers available to deliver CSoC services across the state. This provider number is defined by entry point, so a provider is identified by each location where services are provided. Magellan's provider network includes providers of specialized behavioral health state plan services, and specialized CSoC services including Short-term Respite, Youth Support and Training, Parent Support and Training, and Independent Living Skills Building. CSoC provider network data captures a point in time in the cycle of provider credentialing and contracting. For purposes of this transparency report, provider data is reflective of the CSoC network as of June 30, 2024.

The comprehensive list of contracted providers enrolled in the Magellan network prior to June 30, 2024, by provider type, is available at the following links:

- https://ldh.la.gov/assets/csoc/SFY_24_Transparency_Report/Provider_Network_Reports/Transparency_Report_Provider_Detail_2024_Formatted_.pdf
- https://ldh.la.gov/assets/csoc/SFY_24_Transparency_Report/Provider_Network_Reports/Transparency_Report_Provider_Type_2024_Formatted_.pdf

Parish	Provider Type	Count
Acadia	Advanced Practice Registered Nurse Practitioner	2
Acadia	Distinct Part Psychiatric Unit	1
Acadia	Licensed Marriage and Family Therapist	1
Acadia	Licensed Professional Counselor	1
Acadia	Mental Health Clinic (LGE Clinics)	1
Acadia	Mental Health Rehabilitation Agency	1
Acadia	Psychiatrist	1
Allen	Advanced Practice Registered Nurse Practitioner	1
Allen	Federally Qualified Health Center (in-state only)	1
Allen	Mental Health Clinic (LGE Clinics)	1
Ascension	Advanced Practice Registered Nurse Practitioner	1
Ascension	Licensed Clinical Social Worker	3
Ascension	Licensed Professional Counselor	2
Ascension	Mental Health Clinic (LGE Clinics)	1
Ascension	Mental Health Rehabilitation Agency	5
Ascension	Psychiatrist	1
Ascension	Psychologist - Clinical	2
Ascension	Transition Coordinator	1
Assumption	Federally Qualified Health Center (in-state only)	1
Assumption	Licensed Professional Counselor	1
Assumption	Mental Health Rehabilitation Agency	1
Assumption	Transition Coordinator	1
Avoyelles	Licensed Clinical Social Worker	1

Parish	Provider Type	Count
Avoyelles	Mental Health Clinic (LGE Clinics)	1
Avoyelles	Mental Health Rehabilitation Agency	2
Avoyelles	Psychiatrist	1
Avoyelles	Transition Coordinator	1
Beauregard	Advanced Practice Registered Nurse Practitioner	3
Beauregard	Freestanding Psychiatric Hospital	1
Beauregard	Licensed Professional Counselor	1
Beauregard	Mental Health Clinic (LGE Clinics)	1
Beauregard	Mental Health Rehabilitation Agency	1
Beauregard	Psychiatrist	2
Beauregard	Transition Coordinator	1
Bienville	Federally Qualified Health Center (in-state only)	1
Bienville	Licensed Marriage and Family Therapist	1
Bossier	Assertive Community Treatment (ACT)	2
Bossier	Federally Qualified Health Center (in-state only)	1
Bossier	Licensed Professional Counselor	2
Bossier	Mental Health Rehabilitation Agency	1
Bossier	Psychiatrist	2
Bossier	Psychologist - Clinical	2
Bossier	Transition Coordinator	5
Caddo	Advanced Practice Registered Nurse Practitioner	1
Caddo	Assertive Community Treatment (ACT)	2
Caddo	Distinct Part Psychiatric Unit	2
Caddo	Federally Qualified Health Center (in-state only)	8
Caddo	Freestanding Psychiatric Hospital	2
Caddo	Licensed Clinical Social Worker	4
Caddo	Licensed Marriage and Family Therapist	1
Caddo	Licensed Professional Counselor	14
Caddo	Mental Health Clinic (LGE Clinics)	1
Caddo	Mental Health Rehabilitation Agency	29
Caddo	Methadone Clinic	1
Caddo	Psychiatrist	5
Caddo	Psychologist - Clinical	1
Caddo	Short-Term Respite - Respite Care Services Agency	2
Caddo	Transition Coordinator	9
Caddo	Wraparound Agency	1
Calcasieu	Advanced Practice Registered Nurse Practitioner	20
Calcasieu	Assertive Community Treatment (ACT)	1
Calcasieu	Distinct Part Psychiatric Unit	1
Calcasieu	Freestanding Psychiatric Hospital	1
Calcasieu	Licensed Clinical Social Worker	4
Calcasieu	Licensed Marriage and Family Therapist	6

Parish	Provider Type	Count
Calcasieu	Licensed Professional Counselor	11
Calcasieu	Mental Health Clinic (LGE Clinics)	2
Calcasieu	Mental Health Rehabilitation Agency	5
Calcasieu	Methadone Clinic	1
Calcasieu	Psychiatrist	10
Calcasieu	Psychologist - Clinical	2
Calcasieu	Short-Term Respite - Respite Care Services Agency	2
Calcasieu	Transition Coordinator	3
Calcasieu	Wraparound Agency	1
Caldwell	Mental Health Clinic (LGE Clinics)	
Caldwell	Mental Health Rehabilitation Agency	
Catahoula	Licensed Professional Counselor	1
Catahoula	Mental Health Clinic (LGE Clinics)	1
Claiborne	Federally Qualified Health Center (in-state only)	1
Claiborne	Licensed Clinical Social Worker	1
Concordia	Advanced Practice Registered Nurse Practitioner	2
Concordia	Licensed Professional Counselor	1
Concordia	Mental Health Rehabilitation Agency	2
Concordia	Transition Coordinator	2
De Soto	Mental Health Rehabilitation Agency	1
De Soto	Transition Coordinator	1
East Baton Rouge	Advanced Practice Registered Nurse Practitioner	7
East Baton Rouge	Distinct Part Psychiatric Unit	1
East Baton Rouge	Family Support Organization	1
East Baton Rouge	Federally Qualified Health Center (in-state only)	1
East Baton Rouge	Freestanding Psychiatric Hospital	3
East Baton Rouge	Licensed Addiction Counselor	1
East Baton Rouge	Licensed Clinical Social Worker	11
East Baton Rouge	Licensed Marriage and Family Therapist	2
East Baton Rouge	Licensed Professional Counselor	12
East Baton Rouge	Mental Health Clinic (LGE Clinics)	3
East Baton Rouge	Mental Health Rehabilitation Agency	26
East Baton Rouge	Methadone Clinic	1
East Baton Rouge	Psychiatrist	34
East Baton Rouge	Psychologist - Clinical	9
East Baton Rouge	Short-Term Respite - Child-Placing Agency (Therapeutic Foster Care)	1
East Baton Rouge	Short-Term Respite - Respite Care Services Agency	3
East Baton Rouge	Substance Abuse and Alcohol Abuse Center (Outpatient)	1
East Baton Rouge	Transition Coordinator	17
East Baton Rouge	Wraparound Agency	1
East Carroll	Mental Health Rehabilitation Agency	1
East Carroll	Substance Abuse and Alcohol Abuse Center (Outpatient)	1

Parish	Provider Type	Count
East Carroll	Transition Coordinator	2
East Feliciana	Freestanding Psychiatric Hospital	1
East Feliciana	Licensed Clinical Social Worker	1
East Feliciana	Mental Health Rehabilitation Agency	1
East Feliciana	Substance Abuse and Alcohol Abuse Center (Outpatient)	1
Evangeline	Advanced Practice Registered Nurse Practitioner	2
Evangeline	Mental Health Clinic (LGE Clinics)	1
Franklin	Licensed Clinical Social Worker	1
Franklin	Mental Health Clinic (LGE Clinics)	1
Franklin	Mental Health Rehabilitation Agency	1
Franklin	Rural Health Clinic (Provider-based) (in-state only)	1
Franklin	Transition Coordinator	1
Grant	Licensed Professional Counselor	1
Iberia	Advanced Practice Registered Nurse Practitioner	1
Iberia	Federally Qualified Health Center (in-state only)	1
Iberia	Licensed Clinical Social Worker	2
Iberia	Licensed Marriage and Family Therapist	1
Iberia	Mental Health Clinic (LGE Clinics)	1
Iberia	Mental Health Rehabilitation Agency	2
Iberia	Transition Coordinator	1
Iberville	Federally Qualified Health Center (in-state only)	2
Iberville	Mental Health Clinic (LGE Clinics)	1
Iberville	Mental Health Rehabilitation Agency	1
Iberville	Psychiatrist	1
Jackson	Licensed Professional Counselor	1
Jackson	Mental Health Rehabilitation Agency	1
Jackson	Transition Coordinator	1
Jefferson	Advanced Practice Registered Nurse Practitioner	4
Jefferson	Federally Qualified Health Center (in-state only)	7
Jefferson	Freestanding Psychiatric Hospital	3
Jefferson	Licensed Clinical Social Worker	19
Jefferson	Licensed Marriage and Family Therapist	2
Jefferson	Licensed Professional Counselor	22
Jefferson	Mental Health Clinic (LGE Clinics)	1
Jefferson	Mental Health Rehabilitation Agency	19
Jefferson	Methadone Clinic	1
Jefferson	Psychiatrist	22
Jefferson	Psychologist - Clinical	11
Jefferson	Short-Term Respite - Respite Care Services Agency	2
Jefferson	Transition Coordinator	8
Jefferson	Wraparound Agency	1
Jefferson Davis	Licensed Marriage and Family Therapist	1

Parish	Provider Type	Count
Jefferson Davis	Licensed Professional Counselor	2
Jefferson Davis	Mental Health Clinic (LGE Clinics)	1
Jefferson Davis	Mental Health Rehabilitation Agency	2
Jefferson Davis	Transition Coordinator	1
La Salle	Mental Health Rehabilitation Agency	1
Lafayette	Advanced Practice Registered Nurse Practitioner	22
Lafayette	Assertive Community Treatment (ACT)	1
Lafayette	Federally Qualified Health Center (in-state only)	1
Lafayette	Freestanding Psychiatric Hospital	2
Lafayette	Licensed Clinical Social Worker	5
Lafayette	Licensed Marriage and Family Therapist	2
Lafayette	Licensed Professional Counselor	4
Lafayette	Mental Health Clinic (LGE Clinics)	1
Lafayette	Mental Health Rehabilitation Agency	12
Lafayette	Psychiatrist	8
Lafayette	Psychologist - Clinical	2
Lafayette	Short-Term Respite - Respite Care Services Agency	1
Lafayette	Transition Coordinator	4
Lafayette	Wraparound Agency	1
Lafourche	Advanced Practice Registered Nurse Practitioner	1
Lafourche	Assertive Community Treatment (ACT)	1
Lafourche	Federally Qualified Health Center (in-state only)	2
Lafourche	Licensed Clinical Social Worker	1
Lafourche	Licensed Professional Counselor	4
Lafourche	Mental Health Clinic (LGE Clinics)	1
Lafourche	Mental Health Rehabilitation Agency	1
Lafourche	Psychiatrist	1
Lafourche	Transition Coordinator	1
Lincoln	Advanced Practice Registered Nurse Practitioner	3
Lincoln	Assertive Community Treatment (ACT)	1
Lincoln	Licensed Clinical Social Worker	1
Lincoln	Licensed Marriage and Family Therapist	2
Lincoln	Licensed Professional Counselor	9
Lincoln	Mental Health Clinic (LGE Clinics)	1
Lincoln	Mental Health Rehabilitation Agency	4
Lincoln	Psychiatrist	1
Lincoln	Psychologist - Clinical	4
Lincoln	Transition Coordinator	2
Livingston	Advanced Practice Registered Nurse Practitioner	2
Livingston	Licensed Addiction Counselor	1
Livingston	Licensed Clinical Social Worker	3
Livingston	Licensed Professional Counselor	1

Parish	Provider Type	Count
Livingston	Mental Health Clinic (LGE Clinics)	1
Livingston	Mental Health Rehabilitation Agency	3
Livingston	Psychiatrist	1
Livingston	Short-Term Respite - Respite Care Services Agency	1
Livingston	Transition Coordinator	2
Madison	Licensed Professional Counselor	2
Madison	Mental Health Clinic (LGE Clinics)	1
Madison	Mental Health Rehabilitation Agency	2
Madison	Short-Term Respite - Respite Care Services Agency	2
Madison	Substance Abuse and Alcohol Abuse Center (Outpatient)	1
Madison	Transition Coordinator	3
Morehouse	Advanced Practice Registered Nurse Practitioner	3
Morehouse	Federally Qualified Health Center (in-state only)	1
Morehouse	Freestanding Psychiatric Hospital	1
Morehouse	Licensed Professional Counselor	1
Morehouse	Mental Health Rehabilitation Agency	2
Morehouse	Transition Coordinator	3
Natchitoches	Advanced Practice Registered Nurse Practitioner	1
Natchitoches	Distinct Part Psychiatric Unit	1
Natchitoches	Licensed Professional Counselor	1
Natchitoches	Mental Health Clinic (LGE Clinics)	1
Natchitoches	Mental Health Rehabilitation Agency	4
Natchitoches	Psychiatrist	1
Natchitoches	Transition Coordinator	1
Orleans	Advanced Practice Registered Nurse Practitioner	7
Orleans	Distinct Part Psychiatric Unit	3
Orleans	Federally Qualified Health Center (in-state only)	5
Orleans	Freestanding Psychiatric Hospital	1
Orleans	Licensed Clinical Social Worker	17
Orleans	Licensed Marriage and Family Therapist	2
Orleans	Licensed Professional Counselor	15
Orleans	Mental Health Rehabilitation Agency	27
Orleans	Methadone Clinic	1
Orleans	Psychiatrist	58
Orleans	Psychologist - Clinical	48
Orleans	Transition Coordinator	14
Ouachita	Advanced Practice Registered Nurse Practitioner	6
Ouachita	Assertive Community Treatment (ACT)	2
Ouachita	Distinct Part Psychiatric Unit	1
Ouachita	Federally Qualified Health Center (in-state only)	3
Ouachita	Licensed Marriage and Family Therapist	3
Ouachita	Licensed Professional Counselor	27

Parish	Provider Type	Count
Ouachita	Mental Health Clinic (LGE Clinics)	1
Ouachita	Mental Health Rehabilitation Agency	21
Ouachita	Methadone Clinic	1
Ouachita	Psychiatrist	3
Ouachita	Short-Term Respite - Respite Care Services Agency	3
Ouachita	Substance Abuse and Alcohol Abuse Center (Outpatient)	1
Ouachita	Transition Coordinator	13
Ouachita	Wraparound Agency	1
Plaquemines	Federally Qualified Health Center (in-state only)	1
Pointe Coupee	Licensed Clinical Social Worker	1
Rapides	Advanced Practice Registered Nurse Practitioner	7
Rapides	Assertive Community Treatment (ACT)	1
Rapides	Federally Qualified Health Center (in-state only)	1
Rapides	Freestanding Psychiatric Hospital	1
Rapides	Licensed Addiction Counselor	1
Rapides	Licensed Clinical Social Worker	3
Rapides	Licensed Marriage and Family Therapist	2
Rapides	Licensed Professional Counselor	6
Rapides	Mental Health Clinic (LGE Clinics)	1
Rapides	Mental Health Rehabilitation Agency	8
Rapides	Methadone Clinic	1
Rapides	Psychiatrist	5
Rapides	Psychologist - Clinical	1
Rapides	Short-Term Respite - Respite Care Services Agency	1
Rapides	Transition Coordinator	2
Rapides	Wraparound Agency	1
Red River	Mental Health Rehabilitation Agency	1
Richland	Federally Qualified Health Center (in-state only)	2
Richland	Mental Health Rehabilitation Agency	2
Richland	School-based Health Center (in-state only)	3
Sabine	Federally Qualified Health Center (in-state only)	1
Sabine	Mental Health Clinic (LGE Clinics)	1
Sabine	Mental Health Rehabilitation Agency	1
Sabine	Transition Coordinator	1
St. Bernard	Federally Qualified Health Center (in-state only)	1
St. Bernard	Licensed Professional Counselor	1
St. Bernard	Mental Health Rehabilitation Agency	1
St. Bernard	School-based Health Center (in-state only)	1
St. Bernard	Transition Coordinator	1
St. Charles	Federally Qualified Health Center (in-state only)	4
St. Charles	Licensed Professional Counselor	6
St. Helena	Federally Qualified Health Center (in-state only)	4

Parish	Provider Type	Count
St. Helena	Licensed Professional Counselor	1
St. James	Federally Qualified Health Center (in-state only)	1
St. James	Freestanding Psychiatric Hospital	1
St. James	Licensed Professional Counselor	2
St. James	Psychiatrist	1
St. Landry	Advanced Practice Registered Nurse Practitioner	1
St. Landry	Freestanding Psychiatric Hospital	1
St. Landry	Licensed Professional Counselor	2
St. Landry	Mental Health Clinic (LGE Clinics)	1
St. Landry	Psychiatrist	2
St. Landry	Psychologist - Clinical	1
St. Landry	Transition Coordinator	1
St. Martin	Advanced Practice Registered Nurse Practitioner	1
St. Martin	Federally Qualified Health Center (in-state only)	1
St. Martin	Freestanding Psychiatric Hospital	1
St. Martin	Mental Health Rehabilitation Agency	1
St. Martin	Methadone Clinic	1
St. Martin	School-based Health Center (in-state only)	3
St. Martin	Short-Term Respite - Respite Care Services Agency	1
St. Martin	Transition Coordinator	1
St. Mary	Federally Qualified Health Center (in-state only)	2
St. Mary	Licensed Clinical Social Worker	2
St. Mary	Licensed Professional Counselor	2
St. Mary	Mental Health Clinic (LGE Clinics)	1
St. Mary	School-based Health Center (in-state only)	1
St. Tammany	Advanced Practice Registered Nurse Practitioner	11
St. Tammany	Federally Qualified Health Center (in-state only)	4
St. Tammany	Freestanding Psychiatric Hospital	2
St. Tammany	Licensed Clinical Social Worker	12
St. Tammany	Licensed Marriage and Family Therapist	1
St. Tammany	Licensed Professional Counselor	7
St. Tammany	Mental Health Clinic (LGE Clinics)	2
St. Tammany	Mental Health Rehabilitation Agency	7
St. Tammany	Psychiatrist	10
St. Tammany	Psychologist - Clinical	5
St. Tammany	Transition Coordinator	3
St. John The Baptist	Federally Qualified Health Center (in-state only)	2
St. John The Baptist	Freestanding Psychiatric Hospital	1
St. John The Baptist	Licensed Professional Counselor	1
St. John The Baptist	Mental Health Clinic (LGE Clinics)	2
St. John The Baptist	Mental Health Rehabilitation Agency	5
St. John The Baptist	Methadone Clinic	1

Parish	Provider Type	Count
St. John The Baptist	School-based Health Center (in-state only)	1
St. John The Baptist	Transition Coordinator	5
Tangipahoa	Advanced Practice Registered Nurse Practitioner	1
Tangipahoa	Assertive Community Treatment (ACT)	1
Tangipahoa	Federally Qualified Health Center (in-state only)	6
Tangipahoa	Freestanding Psychiatric Hospital	1
Tangipahoa	Licensed Clinical Social Worker	6
Tangipahoa	Licensed Marriage and Family Therapist	1
Tangipahoa	Licensed Professional Counselor	12
Tangipahoa	Mental Health Clinic (LGE Clinics)	1
Tangipahoa	Mental Health Rehabilitation Agency	4
Tangipahoa	Methadone Clinic	1
Tangipahoa	Psychiatrist	1
Tangipahoa	Short-Term Respite - Respite Care Services Agency	2
Tangipahoa	Transition Coordinator	4
Tangipahoa	Wraparound Agency	1
Terrebonne	Advanced Practice Registered Nurse Practitioner	1
Terrebonne	Federally Qualified Health Center (in-state only)	3
Terrebonne	Licensed Clinical Social Worker	2
Terrebonne	Licensed Professional Counselor	1
Terrebonne	Mental Health Clinic (LGE Clinics)	1
Terrebonne	Mental Health Rehabilitation Agency	5
Terrebonne	Short-Term Respite - Respite Care Services Agency	1
Terrebonne	Transition Coordinator	2
Terrebonne	Wraparound Agency	1
Union	Advanced Practice Registered Nurse Practitioner	1
Union	Mental Health Rehabilitation Agency	2
Union	Transition Coordinator	1
Vermilion	Distinct Part Psychiatric Unit	1
Vermilion	Licensed Professional Counselor	1
Vermilion	Psychiatrist	1
Vermilion	Substance Abuse and Alcohol Abuse Center (Outpatient)	1
Vernon	Licensed Professional Counselor	2
Vernon	Mental Health Clinic (LGE Clinics)	1
Vernon	Mental Health Rehabilitation Agency	2
Vernon	Transition Coordinator	1
Washington	Federally Qualified Health Center (in-state only)	2
Washington	Licensed Clinical Social Worker	1
Washington	Mental Health Clinic (LGE Clinics)	1
Washington	Mental Health Rehabilitation Agency	1
Washington	Psychiatrist	1
Washington	Transition Coordinator	1

Parish	Provider Type	Count
Webster	Distinct Part Psychiatric Unit	1
Webster	Federally Qualified Health Center (in-state only)	1
Webster	Licensed Clinical Social Worker	1
Webster	Licensed Professional Counselor	8
Webster	Mental Health Clinic (LGE Clinics)	1
West Baton Rouge	Licensed Clinical Social Worker	1
Winn	Advanced Practice Registered Nurse Practitioner	1
Winn	Federally Qualified Health Center (in-state only)	2
Winn	Psychiatrist	2

2 MEMBER INFORMATION

Magellan's CSoC health plan during this reporting period covered over 5,348 members who had access to information, education, and services under the CSoC program. Details of the following legislative request are in the appendices referenced below. The data represents the 2024 fiscal year (July 1, 2023-June 30, 2024).

Statutory Number	Data Book Tab Label	Total
SECTION 2	Appendix II: Total of Medicaid and non-Medicaid members enrolled by parish	5,348
SECTION 3	Appendix III: Total and monthly average of adult Medicaid enrollees receiving services by parish	Total Member Months (MM) = 235 Monthly Average of MM = 19.58
SECTION 4	Total and monthly average number of adults not enrolled in the Medicaid program receiving services in each parish	0
SECTION 5	Appendix IV: Total and monthly average of children receiving CSoC services by parish	Total (MM) = 27,354 Monthly Average of MM = 2,279.5
SECTION 6	Appendix V: Total and monthly average number of children receiving Louisiana Behavioral Health Partnership (LBHP)** services outside of CSoC by parish	Total = 17,298 Monthly Average = 1,441.5
SECTION 7	Total and monthly average number of children not enrolled in the Medicaid program receiving LBHP **services outside of CSoC	0

*Counts reflect unduplicated recipients or enrollees.

**LBHP services are currently referred to as Specialized Behavioral Health Services.

***Member months are a count of individuals for each month the individual participated in the program.

****Children include ages 5 to 18 and adults include ages 19 to 20.

3 PERCENTAGE OF REFERRALS CONSIDERED IMMEDIATE, URGENT, AND ROUTINE

Magellan processes referrals based on the behavioral health needs of the member when presenting for authorization for services. Referrals for service are grouped into the following classifications: a life-threatening emergency requiring immediate attention; an urgent need, which is generally when a member could face severe harm or pain, if not expediently linked to services through urgent care (within 48 hours); or a routine behavioral health service need (within 14 days). Upon referral, Magellan authorizes services based on the necessary clinical criteria.

Service authorization timeliness declined during the first two quarters of SFY 2024 when compared to the previous year. The percentage of all types of authorizations completed timely ranged from 66% to 73% during the first two quarters of the fiscal year. Magellan conducted root cause analysis and identified that implementation of a new computer system used to build authorizations on July 1, 2023, was the primary driving factor. Integrating existing processes and workflows into the new system led to disruption in the usual flow of operations. Magellan implemented solutions such as daily manual authorizations versus relying on the system, as well as additional targeted training. The new computer system ultimately provided efficiencies in the process, and compliance increased to 93% during each of the final two quarters of the fiscal year.

Percentage of Authorizations Considered Immediate/Emergent, Urgent, and Routine (SFY 2024)

Parish Name	EMERGENT		URGENT		ROUTINE		Overall Average Hours to Decision	Percentage of All Authorizations in Range
	% of All Auths	Average Hours to Decision	% of All Auths	Average Hours to Decision	% of All Auths	Average Hours to Decision		
State	-	-	7.42%	1.45	92.58%	261.68	242.36	82.92%
Acadia	-	-	8.93%	1.17	91.07%	258.61	235.62	77.42%
Allen	-	-	1.23%	0.00	98.77%	233.63	230.77	85.28%
Ascension	-	-	23.16%	1.70	76.84%	255.12	196.43	94.32%
Assumption	-	-	10.38%	1.74	89.62%	214.95	192.81	86.34%
Avoyelles	-	-	7.83%	1.25	92.17%	273.85	252.49	87.25%
Beauregard	-	-	14.84%	0.83	85.16%	285.15	242.96	83.87%
Bienville	-	-	5.56%	0.50	94.44%	335.35	316.75	77.78%
Bossier	-	-	6.77%	0.26	93.23%	286.89	267.49	76.64%
Caddo	-	-	8.71%	0.40	91.29%	293.22	267.73	77.84%
Calcasieu	-	-	6.15%	1.99	93.85%	233.39	219.14	88.59%
Caldwell	-	-	6.02%	0.20	93.98%	243.64	228.98	85.54%
Cameron	-	-	-	-	100.00%	358.00	358.00	100.00%
Catahoula	-	-	-	-	100.00%	250.46	250.46	100.00%
Claiborne	-	-	-	-	100.00%	363.00	363.00	66.67%
Concordia	-	-	6.25%	1.33	93.75%	320.38	300.44	88.54%
De Soto	-	-	15.89%	1.47	84.11%	317.27	267.09	73.83%

East Baton Rouge	-	-	9.00%	1.53	91.00%	245.03	223.12	88.67%
East Carroll	-	-	-	-	100.00%	282.23	282.23	85.71%
East Feliciana	-	-	4.65%	0.00	95.35%	224.66	214.21	81.40%
Evangeline	-	-	3.11%	0.50	96.89%	233.80	226.56	85.24%
Franklin	-	-	2.54%	5.44	97.46%	326.29	318.15	70.70%
Grant	-	-	6.55%	3.37	93.45%	272.94	255.28	89.31%
Iberia	-	-	5.78%	6.28	94.22%	212.31	200.40	87.45%
Iberville	-	-	9.14%	0.88	90.86%	220.35	200.29	93.55%
Jackson	-	-	12.16%	0.33	87.84%	350.91	308.27	70.27%
Jefferson	-	-	7.21%	1.48	92.79%	279.02	259.01	80.56%
Jefferson Davis	-	-	2.96%	0.80	97.04%	227.60	220.89	85.80%
La Salle	-	-	-	-	100.00%	260.48	260.48	93.48%
Lafayette	-	-	8.54%	1.75	91.46%	235.44	215.48	86.48%
Lafourche	-	-	7.93%	1.60	92.07%	203.67	187.46	88.11%
Lincoln	-	-	2.63%	0.57	97.37%	321.80	313.36	73.55%
Livingston	-	-	12.45%	1.90	87.55%	211.80	185.67	88.09%
Madison	-	-	0.64%	0.50	99.36%	325.94	323.85	79.17%
Morehouse	-	-	6.82%	0.97	93.18%	302.10	281.55	75.06%
Natchitoches	-	-	9.63%	0.31	90.37%	294.88	266.51	69.63%
Orleans	-	-	6.73%	0.59	93.27%	267.92	249.93	82.44%
Ouachita	-	-	4.21%	1.16	95.79%	316.43	303.15	70.29%
Plaquemines	-	-	13.46%	0.29	86.54%	281.16	243.35	88.46%
Pointe Coupee	-	-	7.59%	0.67	92.41%	258.88	239.27	83.54%
Rapides	-	-	7.58%	0.93	92.42%	270.04	249.65	81.85%
Red River	-	-	11.11%	0.25	88.89%	267.72	238.00	84.72%
Richland	-	-	4.74%	0.44	95.26%	331.57	315.89	71.58%
Sabine	-	-	4.10%	0.20	95.90%	261.74	251.02	90.98%
St. Bernard	-	-	0.63%	0.00	99.37%	256.66	255.03	77.85%
St. Charles	-	-	5.92%	1.71	94.08%	200.11	188.36	88.50%
St. Helena	-	-	5.88%	0.33	94.12%	313.00	294.61	68.63%
St. James	-	-	8.79%	0.38	91.21%	254.93	232.55	91.21%
St. Landry	-	-	7.62%	1.14	92.38%	251.35	232.28	84.76%
St. Martin	-	-	9.79%	1.13	90.21%	253.23	228.56	80.43%
St. Mary	-	-	2.31%	0.33	97.69%	232.04	226.69	84.62%
St. Tammany	-	-	8.41%	1.93	91.59%	245.10	224.65	84.20%
St. John The Baptist	-	-	12.17%	0.80	87.83%	245.25	215.50	89.15%
Tangipahoa	-	-	6.10%	2.61	93.90%	223.53	210.05	84.59%
Tensas	-	-	22.22%	0.00	77.78%	353.36	274.83	61.11%
Terrebonne	-	-	6.68%	0.79	93.32%	227.13	212.01	91.09%
Union	-	-	8.77%	1.90	91.23%	333.14	304.09	79.39%
Vermilion	-	-	10.24%	3.50	89.76%	223.10	200.61	84.30%

Vernon	-	-	3.30%	1.00	96.70%	255.22	246.83	87.26%
Washington	-	-	20.55%	2.69	79.45%	241.67	192.57	80.82%
Webster	-	-	3.75%	0.33	96.25%	249.83	240.48	91.25%
West Baton Rouge	-	-	7.60%	0.47	92.40%	238.76	220.65	92.80%
West Carroll	-	-	8.81%	5.00	91.19%	295.30	269.74	79.87%
West Feliciana	-	-	-	-	100.00%	189.07	189.07	100.00%
Winn	-	-	22.54%	0.31	77.46%	247.00	191.41	84.51%

4 CLEAN CLAIMS

According to the Centers for Medicare and Medicaid Services (CMS), a clean claim is one that requires no further information from either the healthcare provider or a third party to be processed. It includes a claim with errors originating in the state or contractor's system. It does not include a claim from a provider who is under investigation for fraud and abuse or a claim under review for medical necessity. A provider submits a clean claim by providing the required data elements on the standard claims forms along with any attachments, additional elements, or revisions of which the provider has knowledge. However, Magellan does not typically require attachments or other information in addition to the standard forms.

The requested data includes the percentage of clean claims paid within 30 days for each provider type and the average number of days to pay all claims for each provider type. This information is provided for all providers per local governing entity region (LGE, or human service district and/or authority) as per requirements in the legislation. Overall, Magellan paid 93% of clean claims within 30 days.

Clean Claims Paid by Provider Type (SFY24)

Provider Type	Clean Claims Paid in 30 Days	All Clean Claims Paid	% Paid within 30 Days
Family support organization	401,684	430,635	93.3
Mental rehab agency (in-state)	26,311	27,789	94.7
Respite care service agency	16,367	16,801	97.4
Behavioral health rehab agency	168	175	96
Transition coordination	2,635	2,712	97.2
Mental health clinic (in-state)	2,165	2,446	88.5
Physician (independent group)	2,167	2,364	91.7
Mental health hospital (free-stand)	1,894	2,271	83.4
Federally qualified health center (in-state)	1,159	1,316	88.1
Licensed clinical social worker (in-state)	385	387	99.5
Licensed professional counselor	1,533	1,539	99.6
Substance/alcohol abuse center (crossovers)	92	104	88.5
Distinct part psych hospital (in-state)	132	143	92.3
Psychologist (licensed/med) (in-state)	22	25	88
Community mental health center/part hospital	1	1	100
Multisystemic therapy (in-state)	584	633	92.3
Nurse practitioner (independent group)	57	65	87.7
School-based health center (in-state)	1	1	100
Nonlicensed Behavioral Health Staff	82	82	100
Total	457,439	489,489	93%

Clean Claims by LGE Region (SFY24)

LGE	Days to Pay	# of Claims	Avg # Days to Pay Claims
01 Metropolitan Human Services District	163,902	19,055	8.6
02 Capital Area Human Services District	364,716	54,202	6.7
03 South Central Louisiana Human Services Authority	419,805	46,735	9
04 Acadiana Area Human Services District	620,575	66,641	9.3
05 Imperial Calcasieu Human Service Authority	446,034	46,734	9.5
06 Central Louisiana Human Services District	412,247	45,059	9.1
07 Northwest Louisiana Human Services District	458,031	51,296	8.9
08 Northeast Delta Human Services Authority	774,876	80,543	9.6
09 Florida Parishes Human Services Authority	601,674	57,705	10.4
10 Jefferson Parish Human Services Authority	168,309	21,414	7.9

5 CLAIMS DENIED

There were 171,331 denied claims during SFY24. Claims may be denied for multiple reasons. Submission errors are the top reason claims get denied. Common errors include the provider submitting duplicate claims, the member being ineligible for the service submitted for reimbursement, or a lack of prior authorization. For SFY24, duplicate/previously submitted was the primary reason for claims denial at 42%, followed by no authorization on file (19%), patient not eligible, (19%), invalid procedure code/modifier combination (11%), and non-covered code (9%). Please note that this requested list of items is not exhaustive of causes for claims denied.

Top 5 Reasons for Denial of Claims (SFY 2024)

Denial Type	Denial Type Count	All Denial Count	% of All Denials
Duplicate Previously Submitted	72,664	171,331	42%
No Authorization on File	32,266	171,331	19%
Patient Not Eligible	32,174	171,331	19%
Invalid Procedure Code/Modifier Combination	19,456	171,331	11%
Non-Covered Code	14,771	171,331	9%

6 PERCENTAGE OF MEMBERS ASKED TO PROVIDE CONSENT FOR RELEASE OF INFORMATION TO COORDINATE WITH PRIMARY CARE PHYSICIAN

Magellan monitored the percentage of members asked to provide consent for release of information to coordinate with primary care physician (PCP) through the treatment record review process. Details of the process are as follows:

- Treatment record review is one component of Magellan’s oversight of the quality of its network providers. It is a process in which Magellan reviews documentation and record-keeping processes to ensure compliance with quality standards and federal/state guidelines.
- The Magellan CSoC Utilization Management Committee (UMC) and the Regional Network and Credentialing Committee (RNCC) analyze treatment record review results to identify opportunities for improvement in individual provider and overall network treatment documentation and adherence to clinical practice guidelines.
- These reviews influence credentialing decisions and the management of network participation under the oversight of the RNCC and the local Chief Medical Officer.

**Percentage of Members Asked to Provide
Consent for Release of Information to
Coordinate with Primary Care Physicians
July 1, 2023 to June 30, 2024**

Total Providers Reviewed	41
Total Records Reviewed	394
Total Records in Compliance	379
% Asked for Release of Information to Primary Care Physician	96.2%

Magellan reviewed 41 providers from July 1, 2023 to June 30, 2024, as part of the treatment record review process. Of the 394 records reviewed, 379 were in compliance (release of information was either approved or declined) for releases of information with PCPs and other healthcare providers for a total compliance rate of 96.2%. Magellan implemented provider remediation actions for any provider not meeting the minimum performance threshold.

7 BEHAVIORAL HEALTH IN EMERGENCY DEPARTMENTS

Magellan is responsible for professional services claims provided by psychiatrists or licensed mental health professionals during an emergency department (ED) visit. Below is the number of outpatient members who received services in hospital-based EDs billed to Magellan.

Year	Unique Members Presenting in ED
SFY 2024	18

8 REPORT ON QUALITY MANAGEMENT

Magellan maintains an internal quality assurance and process improvement program in accordance with 42 CFR 438.200. Further information on the specific reporting request made in Act 158 (formerly Act 212) relative to Magellan's performance on quality management can be found in the following attached reports:

- Quality Assurance /Performance Improvement Program Description (2024)
- Louisiana Coordinated System of Care Quality Assurance Performance Improvement Program Evaluation (2024)

The staffing resources allocated to the quality program are detailed in the CSoC Quality Assurance/Performance Improvement Program Description. For calendar year 2024, the team consisted of multiple Louisiana-based and corporate-level staff to support quality functions as indicated in the table below.

Louisiana CSoC Unit Staff	Percent of FTE Allocated to QI
Vice-President / General Manager of CSoC	25%
Chief Medical Director	100%
CSoC Clinical Director	40%
Manager Clinical Services	10%
Member Service Administrator	10%
Compliance Officer	25%
Quality and Outcomes Director	100%
Clinical Project Manager (2)	100%
Quality and Improvement Clinical Reviewer (2)	100%
Senior Data Reporting Analyst (2)	100%
Managed Care Organization Liaison	15%
CSoC Coordinators (5)	50%
Provider Network Director	20%
Network Management Specialist (2)	50%
Corporate Staff	Percent of FTE Allocated to QI
Vice President Quality Improvement	25%
Accreditation Manager	50%
Clinical Project Manager	20%
Chief Medical Officer, Behavioral Health Division	10%

Magellan used the following mechanisms for generating input and participation of members, families/caregivers, and other stakeholders in the monitoring of service quality and determining strategies to improve outcomes:

- Member satisfaction surveys, which are administered on an annual basis for the purpose of assessing member satisfaction with service delivery, access, and outcomes of care.
- Wraparound facilitator contacts with members and caregivers on a monthly basis to identify and remediate any reported access to care issues.
- Analysis of member and provider grievances.
- Participation in ongoing quality-related meetings with the Wraparound Agencies, provider network, and CSoC Governance Board.

In order to demonstrate its compliance with all federal regulations at 42 CFR 438.240 and the utilization management requirements by the Medicaid program as described at 42 CFR 456, Magellan provided the following:

42 CFR 456

To meet the mandates of federal regulation 42 CFR 456, Magellan's clinical services department includes personnel responsible for the utilization management (UM) functions. The UM program is supported at both the corporate and regional levels with designated staff and committees that include a behavioral health practitioner. UM activities include referral and eligibility determinations, development, and application of medical necessity criteria, plan of care review and approvals, service authorizations, and monitoring of service utilization patterns.

Further details surrounding the utilization management program and its outcomes and measures are in the Louisiana Coordinated System of Care Quality Improvement Program Evaluation.

42 CFR 438.240

Per the requirements of 42 CFR 438.240, Magellan's Quality department monitors performance measures on an ongoing basis to assess the quality and appropriateness of care furnished to CSoC members and to detect and address under- and over-utilization.

Magellan further works to enhance quality through the implementation of performance improvement projects (PIPs), which are required by CMS and are part of the external quality review (EQR) function of managed care. Performance improvement projects are targeted efforts to boost specific quality measures. These ongoing initiatives involve regular tracking and interventions designed to improve both health outcomes and member satisfaction.

The PIP implemented during the reporting year was *Enhancing the Quality of Wraparound Care Plans through Improved Incorporation of Evidence-Based Practices and Refinement of Strategies for the Child and Family Team*. Its goals are to improve utilization of evidence-based practices, develop customized strategies based on individual member strengths and needs, and enhance coordination and collaboration.

For re-measurement period one (calendar year 2024), approximately 43% of plans integrated evidence-based practices when appropriate, which was an increase of 6.4 percentage points from the baseline period. For the remaining 57% of plans included in the measure, an evidence-based practice may have been appropriate for the identified need, but the strategy was incongruent with either the team mission or the evidence-based practice's treatment model. Approximately 43% of plans were updated to address member strengths, needs, and plan effectiveness, which was a decrease of 3.6 percentage points from baseline. The remaining 57% of plans may have included evidence that strategies and interventions were data-driven and incorporated members' strengths to support underlying needs, but did not include all team members, included strategies that did not utilize functional strengths or continued ineffective strategies. Magellan has identified barriers, developed interventions to address barriers/reach performance goals, and developed a continuous quality improvement plan for analyzing/monitoring the degree to which interventions result in improvement and adjusting interventions as needed.

Magellan has also documented the implementation and maintenance of a formal outcomes assessment process that is standardized, reliable, and valid in accordance with industry standards (see the Louisiana Coordinated System of Care Quality Improvement Program Evaluation for more information). OBH established the CSoC Quality Monitoring Team (QMT), composed of subject matter experts within OBH, to facilitate monitoring of the CSoC performance measures. The QMT meets regularly and has established a schedule for reporting and accountability with Magellan, including monthly, quarterly, and annual reporting reviews. The QMT receives reports, reviews and offers analysis, and provides feedback to Magellan. This structure was developed in late 2012, and the QMT continues to refine its processes.

9 TOTAL FUNDING PAID FOR CLAIMS TO PROVIDERS, ADMINISTRATIVE COSTS, AND PROFIT

The following table details payments to providers during the reporting period (pursuant to R.S. 40:1300.363(A)(14)). Please also reference the attached Merit Health Insurance Company Income Statements (a subsidiary of Magellan that operates the CSoC contract) dated December 31, 2024, which details its administrative expenses and net profit in Louisiana.

Magellan Payments to Providers for SFY24 CSoC Services	\$16,336,141.22
Magellan Payments to Providers Including Wraparound Agency for SFY24 CSoC Services	\$43,659,780.98
Per Member Per Month Payments to Magellan for SFY24 CSoC Services	\$66,478,368.00

10 EXPLANATION OF PROGRAM CHANGES

See below for explanation of all changes during the reporting period (pursuant to R.S. 40:1300.363(A)(15)) in the following program aspects:

a) Changes in standards or processes for submission of claims by behavioral health service providers to the CSoC program:

There were no changes in standards or processes for submissions of claims by behavioral health providers to the CSoC program during the 2024 SFY (July 1, 2023-June 30, 2024).

b) Changes in types of behavioral health services covered through CSoC:

New behavioral health services covered through CSoC during the 2024 SFY (July 1, 2023-June 30, 2024) include Community Brief Crisis Support (CBCS) and Mobile Crisis Response (MCR), effective April 1, 2024.

c) Changes in reimbursement rates for covered services:

The fee schedule was updated to account for the new services listed under (b) above during the 2024 SFY (July 1, 2023-June 30, 2024).

Code	Description	Modifier	Unit	Age	Master's Level (HO)	Bachelor's Level (HN)
H2011	MOBILE CRISIS RESPONSE - TELEHEALTH FOLLOW UP - <i>Effective 4/1/2024</i>	TG, 95	15 min	0-20	\$29.09	\$29.09
H2011	MOBILE CRISIS RESPONSE - COMMUNITY BASED FOLLOW UP - <i>Effective 4/1/2024</i>	TG, U8	15 min	0-20	\$37.91	\$37.91
H2011	COMMUNITY BRIEF CRISIS SUPPORT - <i>Effective 4/1/2024</i>	HK	15 min	0-20	\$38.16	\$38.16

11 ADDITIONAL METRICS/MEASURES

The Louisiana Coordinated System of Care (CSoC) began March 1, 2012. CSoC continues to help children and youth from ages 5 through 20 who have serious mental health and substance use challenges and who are in or at risk of out-of-home placement. It offers services and supports that help these youth return to or remain at home while they receive care. At inception, the goals of the CSoC included:

- Reducing state's costs by leveraging Medicaid and other funding sources, as well as increasing service effectiveness and reducing duplication across agencies;
- Reducing out-of-home placement for children currently in placement and future admissions of children and youth with significant behavioral health challenges and co-occurring disorders; and
- Improving the overall outcomes of children and their caregivers.

Through its management of the CSoC program, Magellan made many notable achievements in calendar year 2024.

- Magellan expanded its reach to youth involved with child-serving agencies, with the proportion of members involved with the Department of Children and Family Services (DCFS) or the Office of Juvenile Justice (OJJ) increasing to 26.0%, up from 24.4% in 2023.
- Black/African-American youth represented 52.1% of all members served in 2024, reflecting sustained engagement of populations historically overrepresented in restrictive settings and continued alignment with CSoC's equity and inclusion goals.
- Cultural responsiveness remained a program strength, with 95.7% of respondents agreeing that providers respected their family's cultural and language needs, and no negative responses reported.
- Magellan responded to 9,702 Member Services calls in 2024, a 10.1% increase over 2023. The call abandonment rate improved from 2.85% to 1.05% and average speed to answer improved from 19.27 seconds to 9.88 seconds, both exceeding LDH benchmarks.
- In 2024, Magellan achieved 100% compliance with all appeal timeliness standards, including 45 standard and 56 expedited appeals. Timeliness improved by 1.8 percentage points (ppt) for standard appeals and 1.7 points for expedited appeals compared to 2023. Notably, only two cases advanced to State Fair Hearings. Both were dismissed for procedural reasons unrelated to Magellan, indicating resolution was reached at the plan level.
- Magellan sustained 100% compliance with all grievance timeliness standards in 2024 (N = 12), matching performance from 2023.
- In 2024, 99.9% of provider service locations reported accepting new CSoC members, reinforcing the network's capacity to support enrollment growth and equitable access.
- Network availability expanded significantly during calendar year 2024, with the number of psychiatrists increasing 38% (from 112 to 155) and the number of APRN's more than tripling (from 32 to 112), improving access to prescribing professionals across Louisiana.

- Youth in urban areas maintained 100% access to all key provider types, while rural access improved to 88% for psychiatrists and 92% for prescribing providers, supporting broader service availability in historically underserved areas.
- Secret shopper monitoring confirmed 100% provider compliance with urgent and emergent appointment standards, ensuring timely access to behavioral health services throughout the state.
- Administrative and network enhancements included increasing LMHP pass-through service limits to 52 units annually and adjusting LMHP reimbursement rates to levels consistent with commercial insurance to incentivize provider participation.
- Magellan added Mobile Crisis Response (MCR); Multisystemic Therapy (MST); and Dialectical Behavior Therapy (DBT) providers to their network.
- Utilization increased across key services, including outpatient access (67.6%, +4.2 ppt), LMHP therapy (38.3%, +5.0 ppt), Parent Support and Training (40.6%, +3.7 ppt), Short-term Respite (18.1%, +3.3 ppt), Youth Support and Training (26.6%, +2.5 ppt), and Independent Living Skills Building (5.5%, +0.6 ppt).
- The program demonstrated measurable improvements in addressing social determinants of health (SDOH) through CANS-informed interventions. Among 1,673 youth discharged in 2024 with both initial and discharge assessments, caregiver stress needs decreased by 26.1 ppt, school functioning needs by 15.7 ppt, and trauma adjustment needs by 11.8 ppt. Caregiver knowledge needs declined by 11.2 ppt, while youth resiliency and optimism improved by 7.0 and 10.6 ppt, respectively.
- The average total actionable needs score dropped 8.9 points from intake to discharge, reflecting reduced clinical complexity and functional improvement across domains.
- A total of 60.6% of youth (1,014 out of 1,673) demonstrated improvement in their global score, with 581 youth improving 15 points or more, reflecting a positive response to coordinated services and support.
- Youth improved 2.1 points on average in the life-functioning domain, indicating gains in participation and performance across settings such as home and school, in alignment with family-driven team goals.
- Youth gained 3.9 points in strengths, reflecting increased development and use of protective factors prioritized by wraparound teams to support long-term resilience.
- Intentional misbehavior decreased from 84.5% (1,414 youth) to 40.1% by discharge, a 44.4 ppt reduction associated with increased behavioral stability.
- Among the 429 youth (25.7%) identified with risk of harm to others at intake, only 10.0% remained with this need at discharge — a 15.7 ppt reduction resulting from individualized safety planning and proactive supports.
- Oppositional behavior reduced from 74.4% (1,245 youth) to 40.3%, a 34.1 ppt improvement reflecting increased collaboration with caregivers and effective team-based planning.
- Anger control needs decreased from 77.4% (1,294 youth) to 36.8%, a 40.6 ppt reduction, indicating success in emotional regulation and frustration management.
- Impulsivity/hyperactivity needs fell from 81.3% (1,361 youth) to 51.1%, a 30.2 ppt decrease achieved through structured supports and strong caregiver-school alignment.
- Overall satisfaction with CSoc services remained high, with 89.7% of respondents reporting a positive experience, maintaining performance above the 85% benchmark.

- A total of 91.8% of caregivers reported receiving the support needed to manage their child's health, a 2.8 percentage point improvement from 2023.

APPENDICES

- Appendix I: Healthcare Providers in Each Parish by Provider Type, Applicable Credentialing Status, and Specialty
- Appendix II: Medicaid and Non-Medicaid Members by Parish
- Appendix III: Adults Receiving Services Through CSoC by Parish
- Appendix IV: Children Receiving Services Through CSoC by Parish
- Appendix V: Total and Average Number of Children Receiving LBHP Services Outside of CSoC
- Appendix VI: Percentage of Referrals Considered Immediate, Urgent, and Routine
- Appendix VII: Clean Claims
- Appendix VIII: Top Five Claims Denial Reasons
- Appendix IX: Report on Quality Management
- Appendix X: Total Funding Paid for Claims to Providers, Administrative Costs, and Profit

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