

RESOURCE GUIDE FOR EPSDT SUPPORT COORDINATION AGENCIES

LOUISIANA MEDICAID

Medicaid Customer Service • 1-888-342-6207

Update My Information - If Louisiana Medicaid does not have your current information, you could miss important letters about your health insurance coverage and risk losing your health coverage even if you are eligible.

Medicaid Regional Offices

Medicaid Services Chart • www.ldh.la.gov/medicaidservices

Provider Manuals

LA Medicaid Prior Authorization Forms

[EPSDT-PCS Form 90](#)

[Prescription Request Form for Disposable Incontinence Products](#)

ABA

[Arranging ABA Fact Sheet](#)

MEDICAID FEE-FOR-SERVICE

Customer Service Information for Medicaid Fee-for-Service Inquires

Specialty Care Help Desk • 1-888-758-2220

E-mail • MyMedicaid@la.gov

Medicaid Website • www.ldh.la.gov/medicaid

Gainwell Provider Relations

(800) 473-2783 or (225) 924-5040

Find a Medicaid Fee-for-Service Provider

Select from Provider Groups picklist and Provider Specialties picklist. Search by Parish or Region and click on the Parish or Region on the Map. You can then Print the results.



For Members

Healthy Louisiana Help Line • 1-855-229-6848

E-mail • healthy@la.gov

Medicaid Website • MyPlan.healthy.la.gov

Compare Health Plans

MCO Member Services

Health Plan	Member Services Phone Number	TTY Phone Number	Availability	Website
Aetna Better Health of Louisiana	1-855-242-0802	711	24 hours a day, 7 days a week	www.aetnabetterhealth.com/louisiana
AmeriHealth Caritas Louisiana	1-888-756-0004	1-866-428-7588	24 hours a day, 7 days a week	www.amerihealthcaritasla.com/
Healthy Blue	1-844-521-6941	711	Monday – Friday, 7 a.m. – 7 p.m.	www.myhealthyblue.com/la/louisiana-home.html
Humana Healthy Horizons	1-800-448-3810	711	Monday – Friday, 7 a.m. – 7 p.m.	www.humana.com/medicaid/louisiana
Louisiana Healthcare Connections	1-866-595-8133	711	Monday – Friday, 7 a.m. – 7 p.m.	www.louisianahealthconnect.com/members/medicaid.html

Dental Plans

Health Plan	Member Services Phone Number	TTY Phone Number	Availability	Website
DentaQuest	1-800-685-0143	1-800-466-7566	7:00 a.m. - 7: p.m. with the IVR active 24 hours a day (no matter if it is a holiday)	www.dentaquest.com
mcnadental	1-855-702-6262	1-800-846-5277	Monday – Friday, 7 a.m. – 7 p.m.	www.mcnala.net/members

Non-Emergency Medical Transportation (NEMT)

Health Plan	Broker	Phone Number	TTY Phone Number
Aetna Better Health of Louisiana	MediTrans	877-917-4150	866-288-3133
AmeriHealth Caritas Louisiana	Verida	888-913-0364	866-428-7588
Healthy Blue	MediTrans	866-430-1101	800-846-5277
Humana Healthy Horizons	MediTrans	844-613-1638	800-618-4781
Louisiana Healthcare Connections	Veyo/MTM	855-369-3723	855-369-3723 (TTY:711)

Find a Provider Websites

- [Healthy Louisiana](#)
- [Aetna Better Health of Louisiana](#)
- [AmeriHealth Caritas Louisiana](#)
- [Healthy Blue](#)
- [Humana Healthy Horizons](#)
- [Louisiana Healthcare Connections](#)

Find a Specialist (IB 21-9)

- Aetna Better Health of Louisiana - findaABHspecialist@aetna.com
- AmeriHealth Caritas Louisiana - SpecialistsInquiries@amerihealthcaritas.com
- Healthy Blue - la1casemgmt@healthybluel.com
- Humana - LAMCDSDOH@humana.com
- Louisiana Healthcare Connections - FindASpecialist@LouisianaHealthConnect.com

MCO Member Handbooks

- Aetna Better Health of Louisiana
 - [Integrated Health](#)
 - [Mental Health and Substance Use](#)
- [AmeriHealth Caritas Louisiana](#)
- [Healthy Blue](#)
- [Humana Healthy Horizons in Louisiana](#)
- [Louisiana Healthcare Connections](#)



For Providers

MCO Manual

[MCO Chisholm Compliance Guide](#)

Informational Bulletins

Healthy Louisiana News

Provider Reference Guide

- [AmeriHealth Caritas Louisiana](#)

Health Plan Provider Relations Contact

- Aetna Better Health of Louisiana 1-855-242-0802
- AmeriHealth Caritas Louisiana 1-888-922-0007
- Healthy Blue 1-844-521-6942
- Humana Healthy Horizons in Louisiana 1-800-448-3810
- Louisiana Healthcare Connections 1-866-595-8133
- United Healthcare Community Plan 1-866-675-1607

Health Plan Provider Handbooks

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

Health Plan PA Look Up Tools

The MCOs have PA look-up tools that can be used to determine if a particular service requires a Prior Authorization or not:

- [Aetna Better Health of Louisiana](#)
- [AmeriHealth Caritas Louisiana](#)
- [Healthy Blue](#)
- [Humana Healthy Horizons in Louisiana](#)
- [Louisiana Healthcare Connections](#)
- [ABA Secondary Prior Authorization Requirements](#)



EPSDT SUPPORT COORDINATION AGENCY RESOURCES

Support Coordination – EPSDT Targeted Populations

- [EPSDT SC Training Materials](#)
- [Case Management Manual](#)

Case Management

- [LAC 48:l., Chapter 49 Case Management Licensing Standards Regulations](#)
- [Title 50, Part XV Subpart 7. Targeted Case Management Chapter 101-107](#)
- [Licensing Application](#)
- [Case Management Provider Enrollment Packet \(PT 45\)](#)

Louisiana Medicaid's Software Vendor, Billing Agent, Clearing House (VBC) List

Quality Enhancement Provider Handbook

Interpretation Services

[CyraCom International](#)
[LanguageLine Solutions](#)
[On Choosing a Language Access Provider](#)

Writing

[Plain Language](#)
[Guidelines How to Write about People with Disabilities](#)

TRAININGS AND WEBINARS

2024 EPSDT Support Coordinator Training Recording

[ACEs Overview & Public Health Approach to Preventing ACEs Module](#) – training modules

[Autism Navigator](#) - webinars

[Bureau of Family Health](#) – YouTube channel

[Families Helping Families GBR](#) – YouTube channel

[Families Helping Families of Greater New Orleans](#) – YouTube channel

[Families Helping Families Region 7](#) – YouTube channel

[Families Helping Families SWLA](#) – YouTube channel

[Human Development Center at LSU HSC](#) – YouTube channel

[Louisiana Department of Health](#) – YouTube channel

[Louisiana Developmental Disabilities Council](#) – YouTube channel

Suicide Prevention

[Suicide Prevention Resource Center \(SPRC\)](#)
[Columbia - Suicide Severity Rating Scale \(C-SSRS\) Training](#)
[Understanding and Preventing Suicide in People with IDD](#)

STATISTICAL RESOURCES, INC.

EPSDT Support Coordination Data Contractor

Contact: Kim Willems
E-Mail: ksalling@statres.com
Phone: 225-767-0501
Toll-Free: 1-800-364-7828
Fax: 225-767-0502

LSCIS: <https://lscis.statres.com/>

LaSRS: <https://lasrs.statres.com/>
E-Mail: lasrs@statres.com



Applied Behavioral Analysis in Schools

Approved Home Study Programs - A BESE Approved Home Study Program provides Louisiana families the opportunity to independently educate their child. In a BESE Approved Home Study program, parents have complete control and responsibility for educating their child. Parent's primary responsibilities include selecting and using curriculum to teach their child; determining the child's grade placement; and submitting [initial and renewal home study applications](#) to the LDOE for approval. To comply with state attendance laws, parents who want to educate their children in a BESE-Approved Home Study Program must [apply and be approved annually](#) by the [Louisiana Board of Elementary and Secondary Education](#) (BESE). A child enrolled in a BESE-Approved Home Study Program is considered in compliance with compulsory attendance laws.

Diverse Learners

Early Childhood Community Networks - Use this interactive map to find customized Learn the Signs Act Early materials and local early child care and education contact information for each parish.

Early Childhood Transition Process

Family Resources, Tools, and Guidance

[Louisiana Tutoring Initiative](#)

Nonpublic Schools

Special Ed Ombudsman

Students with Disabilities Resources



Bureau of Health Services Financing (BHSF)

Act 421 Children's Medicaid Option (Act 421-CMO/TEFRA)

Office of Aging and Adult Services (OAAS)

Long Term – Personal Care Services (LT-PCS) – Fact Sheet

Permanent Supportive Housing (PSH) – Fact Sheet

Traumatic Head and Spinal Cord Injury (THSCI) Trust Fund Program – Fact Sheet

Office of Behavioral Health (OBH)

Behavioral Health Immediate Resources

Coordinated System of Care (CSoC)

Mobile Crisis Response and Community Brief Crisis Support for Youth (under 21)

- Region 1 Metropolitan New Orleans – Resources for Human Development
- Region 2 Greater Baton Rouge – Southeast Community Health Systems
- Region 3 South Central LA – Gulf Coast Teaching Family Services
- Region 4 Acadiana Area – The Extra Mile
- Region 5 Imperial Calcasieu – Imperial Calcasieu Human Services Authority
- Region 6 Central LA – Gulf Coast Teaching Family Services
- Region 9 Florida Parishes – Southeast Community Health Systems
- Region 10 Jefferson Parish – Jefferson Parish Human Services Authority/Choices

Office for Citizens with Developmental Disabilities (OCDD)

Developmental Disabilities Services Directory

Long Term Care Medicaid Processing Center • 1-800-230-0690


[Long Term Care Application](#) – for those who have been offered an opportunity through Home and Community-Based Services (HCBS) or for those planning to live or now live in a nursing facility, group home, or developmental center in Louisiana.

Office of Public Health (OPH)

Children's Special Health Services (CSHS) works to ensure that children and youth with special healthcare needs in Louisiana have access to the healthcare and social services they require. These services are designed to minimize their disabilities and maximize their ability to enjoy independent and self-sufficient lives.

CSHS Clinical Services

CSHS Regional Resource Guides - Each of the 9 local resource guides contains brief descriptions of the services offered by local organizations serving children and youth with special healthcare needs, including contact information and eligibility requirements.



CSHS Resource Hub has local, regional, and national resources for children with special health care needs and their families.

CSHS Transportation Assistance Program - Help with Transportation to Appointments. CSHS – Transportation Assistance Program provides needed transportation assistance for eligible families to attend medical appointments/procedures. Families must seek transportation assistance through their MCO before requesting assistance through CSHS. Families may contact the Family Resource Center (BFH-FamilyResourceCenter@la.gov) or their local Families Helping Families Center for more information.

Developmental Screening Resource Guides – Each of the guides focuses on one of the following topics: Autism, Family Wellness and General & Social-Emotional Development. These guides were created to help providers refer families to relevant services and share screening-related resources. Go through these guides together with the family to help them begin to explore and evaluate their options. Each regional guide has local contact and referral information for agencies and services, as well as more family-oriented resources such as milestone tracking apps. Click on the buttons next to the map to access the resource guides for your region!

The Family Resource Center - experienced staff are available to help identify and connect families to resources and services in their community and across the state based on their child's specific needs. In addition to health information, they can connect families to resources related to insurance, finances, education, food security, and more. FRC staff can provide information directly to families or talk to providers to help figure out what resources would be the most beneficial for their patients. Non-English-speaking families can text their name, preferred language, and date/time that they are available between 8 am-4:30 pm to (504) 214-1785. Someone will respond in their preferred language. Some of the most common resources the FRC shares with families include:

- Services such as early intervention, childcare assistance, insurance, and disability support
- Healthcare and therapy options
- Parent-driven support organizations
- School-related information and accommodations
- Resources to help youth transition to adulthood, including those related to employment, independent living, education, insurance, and legal affairs

Email: BFH-FamilyResourceCenter@la.gov

Phone: (504) 896-1340 (Monday - Friday, 8 am - 4 pm)

Website: <https://ldh.la.gov/page/family-resource-center>

School-Based Health Centers (SBHC) – offer medical and behavioral health services to students at no out-of-pocket cost to parents. The network of Office of Public Health SBHCs are located in 25 Louisiana parishes. Services at SBHC's include:

Everyday Wellness

- Checkups
- Physicals to play sports
- Coaching on healthy eating habits
- Help with diabetes, asthma, high blood pressure and more

Mental and Emotional Health

- Counseling

Medical Services

- Blood tests
- Vaccines/shots
- STI Testing
- Illness and injury care

Other Helpful Services

- Help finding outside doctors and specialists
- Help with health insurance



Office of Women's Health and Community Health (OWHCH)

Women's Health Resource Map – your guide to services and supports tailored to meet the needs of women across the state. This interactive tool is designed to empower women with access to essential resources for their health, well-being, and success. Our asset map highlights key locations and services across Louisiana, including:

- **Birth Centers:** Facilities dedicated to providing personalized, compassionate care for you and your baby. Explore options that align with your health and birthing preferences.
- **Councils on Aging:** Access programs and services that support women in maintaining their independence, staying active, and living healthy lives through all stages of life.
- **Food Banks:** Locate community food banks to ensure you and your family have access to nutritious meals.
- **Housing Authorities:** Discover affordable housing options and support services designed to help you secure safe and stable housing for yourself and your loved ones.
- **Job Centers:** Access job training, employment assistance, and career resources to achieve your professional goals and financial independence.
- **Senior Centers:** Find social hubs offering wellness activities, educational programs, and resources to enrich the lives of older women in your community.
- **Substance Use Disorder (SUD) Residential Care for Pregnant Women and Women with Dependent Children:** Women's residential treatment programs provide substance use services for women, including pregnant women and those with children, allowing minor children to accompany them and support family unity.

ADVOCACY AND LEGAL RIGHTS

Americans with Disabilities Act (ADA) – protects people with disabilities from discrimination. Disability rights are civil rights.

Cerebral Palsy Lawsuit Guide

Disability Rights Louisiana (DRLA) - a statewide non-profit agency providing FREE legal services, advocacy, and other supports to people with disabilities of all ages.

Louisiana Developmental Disabilities Council (LADDC)

La Council's Advocacy Network (LaCAN)

Louisiana Fair Housing Action Center

The ARC of Louisiana

ASSISTIVE TECHNOLOGY

Assistive Technology for Communication Roadmap

American Speech-Language-Hearing Association ProFind – For assistance finding an SLP that has AAC services training and experience. Search for Provider Type: Speech-Language Pathologist, Areas of Expertise: Augmentative/alternative communication. You would need to verify if the provider accepts the beneficiaries' Medicaid.

LATAN Louisiana Assistive Technology Access Network



Speech to Symbol – app available on Apple and Android.



AUTISM

Autism Navigator – is a unique collection of web-based tools and courses using extensive video footage to bring science to communities.

Autism Speaks

[Autism Safety Kit](#)

[Exploring Feeding Behavior](#)

[Introduction to Behavioral Health Treatments](#)

[Parent's Guide to ABA](#)

[PICA Guide](#)

[Resource Guide - Louisiana](#) - Can search for Autism Evaluation providers, Telehealth Evaluation providers, Autism Friendly Services, and many other resources.

[Strategies to Improve Sleep in Children with Autism](#)

[Toileting Training Guide](#)

[Wandering Prevention](#)

Spark for Autism

Thinking Autism Guide

BEHAVIORAL HEALTH

Center for Evidence to Practice - find evidence-based mental health providers for children and parents in Louisiana.

CHILDREN AND FAMILIES

Child and Adult Care Food Program (CACFP)

Exceptional Lives - A website that helps families find services and apply for disability benefits.

Family Independence Temporary Assistance (FITAP) - a public assistance program that provides financial aid for children in their own homes who are in need because they do not have sufficient financial support from parents.

Kinship Care Subsidy (KCSP) - provides cash assistance of \$450 per month for each eligible child who resides with a qualified relative other than a parent.

Louisiana Low Income Energy Assistance Program (LIHEAP)

Operation Save a Life - Free smoke alarms. Call 225-925-1716 or complete smoke alarm application [here](#).



Reach Out & Read – Read aloud tip sheets for children of different abilities (e.g., language delay, developmental delay, ADHD, ASD).

Strategies to Empower People (STEP) - provides you with opportunities to receive education, job training, employment, and supportive services.

Supplemental Nutrition Assistance Program (SNAP) - provides monthly benefits that help eligible low-income households buy the food they need for good health.

Supplemental Security Income (SSI)

Women, Infants and Children Program (WIC) - WIC is healthy food, breastfeeding support, nutrition education and help with keeping YOUR family healthy! WIC can even link you to other health and social services. The Special Supplemental Nutrition Program for Women, Infants and Children (WIC) is open to women who are pregnant, breastfeeding or have already delivered. Infants and children under 5 years old may also receive benefits. For more information, call 1-800-251-BABY (251-2229) or visit www.louisianawic.org.

Helpful Phone Numbers:

- **Crisis Support:** real-time emotional and mental health support and crisis intervention from trained crisis counselors; referrals to local mental health and/or substance use crisis & emotional distress, **call or text: 988**, or chat online: Louisiana988.org
- **United Way:** Supports and service linkage including crisis assistance, **211**
- **Louisiana Warm Line:** Non-crisis phone line with certified peer support specialists Wednesday-Sunday, 5-10pm, **800-730-8375**
- **State Reporting Hotline for Childhood Abuse/Neglect:** Child neglect/abuse investigations, **855-452-5439**
- **Department of Children and Family Services:** Food stamps/support services/emergency funds, **888-524-3578**
- **Alcoholics Anonymous:** 24/7 Hotline, **504-838-3399**, aaneworleans.org
- **Poison Control:** 24/7 Hotline, **800-222-1222**
- **Domestic Violence Hotline:** 24/7 Statewide Hotline, **888-411-1333**
- **Smoking:** Free help quitwithusla.org or **800-QUIT-NOW (800-784-8669)**
- **National Suicide Prevention Hotline:** 24/7 Hotline, **800-273-8255**

EDUCATION AND EMPLOYMENT

Affordable Colleges Online: College Guide for Students with Disabilities - Advice and resources for loans, scholarship; best schools based on institution's disability services; distance learning tips; job resources; additional helpful resources.

Free Application for Federal Student Aid (FAFSA) - U.S. Dept. of Education

Local Education Agency Directory

Louisiana Workforce Commission

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 business and other community resources.

Louisiana Vocational Rehabilitation - a one-stop career development program that offers individuals with disabilities a wide range of services designed to provide them with



the skills, resources, attitudes, and expectations needed to compete in the interview process, get the job, keep the job, and develop a lifetime career.

Social Security Administration Ticket to Work Program – supports career development for people ages 18 through 64 who receive Social Security disability benefits and want to work. The Ticket Program is free and voluntary. It helps people with disabilities move toward financial independence and connects them with the services and support they need to succeed in the workforce.

Think College - Resources and strategies for transition aged student.

[Think College Search](#) – features information on postsecondary education programs for students with intellectual disability.

FAMILIES HELPING FAMILIES

Families Helping Families Greater New Orleans – Statewide resource center serving all of Louisiana.

Families Helping Families Regional Resource Centers - [ten family-directed and family-staffed regional resource centers](#) which provide information on all types of services, goods, technologies, and activities that improve the quality of life in the community; help individuals understand their rights and how to advocate for themselves; and lend support from someone “who has been there”. Find FHF in your Region [here](#).

GRIEF

[Fact Sheet for People Helping Children and Youth Survivors of Loss](#)

[Tip Sheet: How to Support a Child Through Grief](#)

TRANSITION

[Autism Speaks Transition Toolkit](#)

[EPSDT Age Out](#)

[Exceptional Lives – Transition to Adulthood for Youth with Disabilities](#)

[Got Transition?](#) - information exchange about health care transition

TRAUMA

[Resource Center Wellness and Trauma Informed Support Resources](#)