

# Children's Special Health Services Regional Resource Guide,

## Region 2: Ascension, East and West Baton Rouge, East and West Feliciana, Iberville, Pointe Coupee

### PHYSICAL/MENTAL HEALTH SUPPORTS & INSURANCE ACCESS

| Organization                             | Services  | Eligibility   | Contact  |
|--|---|---|--|
| Dental Services                          | Dental Provider Locator   | Medicaid member   | 855-702-6262 mcнала.net<br>800-685-0143 DentaQuest   |
| Medicaid                                 | Medicaid Insurance Information  | Financial   | 888-342-6207   |
| Medicaid Managed Care Organization (MCO) | Louisiana Medicaid MCO Plans, service approvals, prior authorizations, help with access to health providers, complaints | Aetna<br>Amerihealth Caritas<br>Healthy Blue<br>Humana<br>LA Healthcare Connect<br>United Healthcare                    | 855-242-0802<br>888-756-0004<br>800-448-3810<br>844-521-6941<br>866-595-8133<br>866-675-1607                 |
| Medical Transport                        | Non-emergency medical transportation to/from medical appointments. Has to be scheduled 2 days before appointment        | Aetna<br>Amerihealth Caritas<br>Healthy Blue<br>Humana<br>LA Healthcare Connect<br>Medicaid Legacy<br>United Healthcare | 877-917-4150<br>888-913-0364<br>866-430-1101<br>844-613-1638<br>855-369-3723<br>855-325-7626<br>866-726-1472 |
| Personal Care Services                   | In-home Medicaid PCS  | Financial/medical   | 877-456-1146   |
| Capital Area Human Services District     | Mental health/addiction treatment, developmental disabilities services  | Call for eligibility screen   | Child: 225-922-0445<br>Adult: 225-925-1906<br>Crisis line: 225-256-6604<br>Cahsd.org                         |
| Coordinated System of Care (CSoc)        | Helps children/youth at greatest risk for out of home placement   | Age; 5-20 years old   | Healthy Louisiana Plan or 1-800-424-4489   |

### EARLY INTERVENTION/SPECIALITY SERVICES

|   |   |   |   |
|---|---|---|---|
| Children and Youth with Special Healthcare Needs Programs | Early Hearing Detection<br>Lead Poisoning Prevention<br>Genetic Diseases Screening        | All newborns<br>All children<br>All newborns            | 504-599-1086 ldh.la.gov/ehdi<br>888-293-7020 ldh.la.gov/lead<br>504-568-8254 ldh.la.gov/genetics  |
| EarlySteps – Early Intervention Services                  | Evaluation for developmental delays: ST, OT, PT, special instruction                      | Medical diagnosis and/or evaluation<br>Children under 3 | 225-925-2426<br>866-925-2426<br>ldh.la.gov/earlysteps   |
| Child Search Educational Assessments                      | Special education pre-k -12 <sup>th</sup> grade; speech, occupational, physical therapies | Assessments for children over age 3                     | East Feliciana 225-683-5638<br>Iberville 225-687-4341<br>Pointe Coupee 225-638-8674<br>West Baton Rouge 225-343-8405<br>West Feliciana 225-635-3891 |

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## FAMILY SUPPORTS

| Organization                                     | Services  | Eligibility                             | Contact   |
|--|---|---|---|
| Family Resource Center – Statewide               | 8-4 M-F, community referrals, resource linkage, transition    | All families                            | 504-896-1340<br>BFH-FamilyResourceCenter@la.gov   |
| Child Care Assistance Program                    | Child care assist for children <13, or <18 with a disability  | Financial – work or school requirements | 877-453-2721<br>louisianabelieves.com             |
| Families Helping Families of Greater Baton Rouge | Peer-to-peer support, parent trainings, school accommodations | All youth/families                      | 225-216-7474<br>866-216-7474<br>Fhfgbr.org        |
| Hands and Voices/ Guide By Your Side             | Family peer support for children who are deaf/hard of hearing | Open                                    | 337-515-5774/504-388-5712<br>lahandsandvoices.org |
| Supplemental Nutrition Assistance Program (SNAP) | Food assistance and education (common name food stamps)       | Financial, <18 years                    | 888-524-3578<br>dcfs.la.gov                       |
| Women Infants and Children (WIC)                 | Food and formula, breastfeeding support, nutrition education  | Financial                               | 800-251-2229<br>louisianawic.org                  |
| VIALINK/211                                      | Health/human service resources                                | All families                            | 211/or 800-749-2673, 24/7                         |

## DISABILITY SERVICES

|   |  |                             |  |
|---|--|-----------------------------|--|
| Exceptional Lives                                   | Online disability services and benefits linkage                              | Open                        | 844-354-1212<br>exceptionallives.org     |
| Louisiana Vocational Rehab (LRS)                    | Career development program for individuals with disabilities                 | Medical/disability criteria | 225-295-8900/800-737-2959<br>laworks.net |
| Office for Citizens with Developmental Disabilities | Eligibility/needs assessments, family supports and services, waiver services | Medical/disability criteria | 225-925-1910/866-628-2133<br>Cahsd.org   |
| Social Security Benefit                             | Financial support  | Disability/financial        | 800-772-1213                             |

## CRISIS HOTLINES & HELPLINES *\*Call 911 for immediate danger*

|                        |                     |                          |                           |
|------------------------|---------------------|--------------------------|---------------------------|
| Mobile Crisis Response | Crisis intervention | Region 2                 | 211, 800-724-2673, 24/7   |
| Domestic Violence      | Crisis intervention | Statewide                | 1-888-411-1333            |
| VIALINK/211            | Crisis counseling   | 504, 985, 337 area codes | 211/1-800-273-talk , 24/7 |
| 988 Lifeline           | Suicide, Hotline    | Nationwide               | 988, Call or text         |

## LEGAL

|                             |                                    |                             |  |
|-----------------------------|------------------------------------|-----------------------------|--|
| Disability Rights Louisiana | Legal services, advocacy, outreach | Physical/medical disability | 800-960-7705<br>disabilityrightsla.org |
| Child Protection            | Child abuse/neglect investigation  | Newborn to 17 years         | 855-452-5437                           |