



Children's Special Health Services Regional Resource Guide: Region 1 Jefferson - Orleans - Plaquemines - St. Bernard

PHYSICAL/MENTAL HEALTH SUPPORTS & INSURANCE ACCESS

Organization	Services	Eligibility	Contact
Children's Bureau GNO	Infant health, crisis intervention	Over 5 years	504-525-2366
Dental Services	Dental provider locator	Medicaid member	800-494-6262, mcnala.net
Medicaid	Medicaid insurance information	Financial	855-229-6848
Medicaid MCO	Service approvals, prior authorizations, complaints, Louisiana Medicaid MCO Plans	Financial Aetna Healthy Blue Amerihealth Caritas LA Healthcare Connect United Healthcare	855-242-0802 844-521-6941 888-756-0004 866-595-8133 866-675-1607
Medical Transport	Non-emergency medical transportation to/from medical appointments. Has to be scheduled 2 days before appointment	Medicaid – Financial Aetna Healthy Blue Amerihealth Caritas LA Healthcare Connect United Healthcare	855-325-7565 877-917-4150 866-430-1101 888-913-0364 855-369-3723 866-726-1472
Navigators for a Healthy Louisiana	Louisiana Marketplace for finding health insurance	Open	800-435-2432, lahealthcarenav.com
Personal Care Services	In-home Medicaid PCS	Financial/medical	877-455-9955
Metropolitan Human Services Authority Jefferson Parish Human Services Authority	Mental health/addiction treatment, developmental disabilities services *Call for eligibility screen	GNO East Jefferson West Jefferson Mobile Crisis Line	504-568-3130, mhsdla.org 504-349-8833 504-838-5257 504-832-5123, jphsa.org

EARLY INTERVENTION/SPECIALITY SERVICES

Children and Youth with Special Health Care Needs Programs	Early Hearing Detection Lead Poisoning Prevention Genetic Diseases Screening	All newborns All children All newborns	504-568-8254, ldh.la.gov/ehdi 504-568-5028, ldh.la.gov/lead 504-568-8254, ldh.la.gov/genetics
EarlySteps – Early Intervention Services	Evaluation for developmental delays: ST, OT, PT, special instruction	Medical diagnosis and evaluation for children under 3	504-595-3408, GNO 504-496-0165, Jefferson ldh.la.gov/earlysteps
Child Search Educational Assessments	Special education pre-k -12 th grade; speech, occupational, physical therapies	Assessments for 3+	East Jefferson: 504-349-8677 Orleans: 504-304-4988 Plaquemines: 504-595-6055 St. Bernard: 504-301-2000 West Jefferson: 504-349-7912

FAMILY SUPPORTS

Organization	Services	Eligibility	Contact
Child Care Assistance Program	Child care assist for children <13, or <18 with a disability	Financial – work or school requirements	877-453-2721, louisianabelieves.com
Families Helping Families	Peer-to-peer support, resource linkage, system navigation, health/school transitions	All youth/families	504-943-0343, Southeast 504-888-9111, GNO
Family Resource Center – Virtual (M-F, 8-4)	Community referrals, resource linkage, transition, peer support	All families	504-896-1340, BFH-FamilyResourceCenter@la.gov
Hands and Voices/Guide By Your Side	Family peer support for children who are deaf/hard of hearing	Open	504-388-5712, lahandsandvoices.org
Parents as Teachers & Nurse Family Partnership	In-home visits, coaching, mentoring and education for pregnant and new moms	Visit website for eligibility details	partnersforfamilyhealth.org/miechv-contact

DISABILITY SERVICES

Exceptional Lives	Online disability services and benefits linkage	Open	844-354-1212, exceptionallives.org
Louisiana Vocational Rehab (LRS)	Career development program for individuals with disabilities	Medical/disability criteria	985-857-3652, laworks.net
Office for Citizens with Developmental Disabilities	Eligibility/needs assessments, family supports and services, waiver services	Medical/disability criteria	504-599-0245, GNO 504-838-5357, Jefferson
Social Security Benefit	Financial support	Disability/financial	800-772-1213

EMERGENCY SERVICES/FOOD SECURITY

Supplemental Nutrition Assistance Program	Food assistance and education (common name food stamps)	Financial, <18 years	888-524-3578, dcfs.la.gov
Women Infants and Children (WIC)	Food and formula, breastfeeding support, nutrition education	Financial	800-251-2229, louisianawic.org
Department of Children and Family Services	DCFS family support services	Emergency funds	888-524-3578
Via Link	Hotline, crisis intervention	Resource linkage	800-273-8255, vialink.org

LEGAL

Advocacy Center	Legal services, advocacy, outreach	Physical/medical disability	800-960-7705, advocacyla.org
Child Protection	Child abuse/neglect investigation	Newborn to 17 years	855-452-5437