



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 Mental Health, Crisis Support	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 Managed Care Organization (MCO)	Louisiana Medicaid MCO Plans, service approvals, prior authorizations, access to service providers, complaints	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
Personal Care Services	In-home Medicaid PCS	Financial/medical	877-455-9955
Metropolitan Human Services District 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
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 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. 16 service types, including: ST, OT, PT, Special Instruction	Medical diagnosis and/or evaluation 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 children over age 3	504-304-4988 Orleans 504-349-8677 East Jefferson 504-349-7912 West Jefferson 504-595-6055 Plaquemines 504-301-2000 St. Bernard

2021-2022

FAMILY SUPPORTS

Organization	Services	Eligibility	Contact
Family Resource Center – Statewide	8-4 M-F, community referrals, resource linkage, transition	All families	504-896-1340 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 louisianabelieves.com
Families Helping Families	Peer-to-peer support, parent trainings, school accommodations	All youth/families	504-943-0343 New Orleans 504-888-9111 GNO
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	In-home visits, coaching, mentoring and education	Families with children less than 24 months	504-568-5776
Supplemental Nutrition Assistance Program (SNAP)	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
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 exceptionallives.org
Louisiana Vocational Rehab (LRS)	Career development program for individuals with disabilities	Medical/disability criteria	(504) 838-5180 laworks.net
Office for Citizens with Developmental Disabilities	Eligibility/needs assessments, family supports and services, waiver services	Medical/disability criteria	504-599-0245 Metropolitan Human Services District (MHSD) 504-838-5357 Jefferson
Social Security Benefit	Financial support	Disability/financial	800-772-1213

CRISIS HOTLINE & HELPLINES **Call 911 for immediate danger*

Metropolitan Crisis	Crisis intervention	Entire GNO area	504-826-2675
Jefferson Mobile Crisis	Crisis intervention	Jefferson Parish	504-832-5123
Domestic Violence	Crisis intervention, Hotline	Statewide	1-888-411-1333
VIALINK/211	Crisis counseling	504, 985, 337 area codes	211/1-800-273-talk, 24/7

LEGAL

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