

Help with Transportation to Appointments

for Children with Special Health Care Needs

Children and youth with special health care needs usually have to see more than one doctor. These appointments are important for a child's health but may be hard for some families to get to. Transportation shouldn't be a barrier to health, and Louisiana provides options to help families get to medical appointments.



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Request Transportation Assistance for the Medical Appointment

If you need help getting your child to a doctor's appointment, the first thing to do is to call your Medicaid provider. They can arrange travel and cover the transportation needs for most families. Here is the contact information for current Medicaid providers:

Medicaid Managed Care Organization	Transportation Contact Number
Aetna Better Health	1-877-917-4150
Healthy Blue	1-866-430-1101
AmeriHealth Caritas	1-888-913-0364
LA Healthcare Connections	1-855-369-3723
United Healthcare Community Plan	1-866-726-1472

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What to Do if Your Request is Denied?

Sometimes Medicaid won't cover a request for transportation. If your request is denied, ask your Medicaid organization for the "Trip Denial Reference Number." *Families Helping Families* may be able to help you pay for transportation when this happens.

If your child meets the eligibility requirements listed below, you may be able to get some or all of your transportation costs covered, so long as the transportation is for medical appointments or other medically necessary services.

To get transportation help through *Families Helping Families*, the child must:

- Live in Louisiana
- Be under age 21
- Have Medicaid or meet Children Special Health Services (CSHS) income rules (*call for more information on income rules*)
- Have a health condition that CSHS covers (*visit ldh.la.gov/cshs for more info*)

If you meet these requirements, contact your local *Families Helping Families* center or the Family Resource Center. Find contact information on the back of this page.

Medical Transportation Assistance Contact Information

Use the information below to contact your local *Families Helping Families* (FHF) center. Ask for help using the transportation stipend program.

The Family Resource Center is also available to help anyone in Louisiana figure out this process. Email them at BFH-FamilyResourceCenter@la.gov or call 504-896-1340 (M-F, 8:00-4:00) for more information.

Families Helping Families Centers	Parishes Served	Phone	Email	Website
Southeast Louisiana	Orleans, Plaquemines, St. Bernard	1-877-243-7352	info@fhfnola.org	fhfnola.org
Greater New Orleans	Jefferson, Orleans, Plaquemines, St. Bernard	1-800-766-7736	info@fhfogn.org	fhfogn.org
Greater Baton Rouge	Ascension, East and West Baton Rouge, East and West Feliciana, Iberville, Pointe Coupee	1-866-216-7474	info@fhfgbr.org	fhfgbr.org
Bayou Land	Assumption, Lafourche, St. Charles, St. James, St. John, St. Mary, Terrebonne	1-800-331-5570	bayoulandfhf@gmail.com	blfhf.org
Acadiana	Acadia, Evangeline, Iberia, Lafayette, St. Landry, St. Martin, Vermillion	1-855-984-3458	info@fhfacadiana.org	fhfacadiana.org
Southwest Louisiana	Allen, Beauregard, Calcasieu, Cameron, Jefferson Davis	1-800-894-6558	info@fhfswla.org	fhfswla.org
Crossroads Louisiana	Avoyelles, Concordia, Catahoula, Grant, LaSalle, Rapides, Vernon, Winn	1-800-259-7200	fhfxroads@gmail.com	fhfxroads.org
Northwest Louisiana	Bienville, Bossier, Caddo, Claiborne, Desoto, Red River, Natchitoches, Sabine, Webster	1-877-226-4541	info@fhfregion7.com	fhfregion7.com
Northeast Louisiana	Caldwell, East Carroll, Franklin, Jackson, Lincoln, Madison, Morehouse, Ouachita, Richland, Tensas, Union, West Carrol	1-888-300-1320	info@fhfnela.org	fhfnela.org
Northshore	Livingston, St. Helena, St. Tammany, Tangipahoa, Washington	1-800-383-8700	info@fhfnorthshore.org	fhfnorthshore.org