



Children's Special Health Services Regional Resource Guide: Region 9

Livingston - St. Helena - St. Tammany - Tangipahoa - Washington

PHYSICAL/MENTAL HEALTH SUPPORTS & INSURANCE ACCESS

Organization	Services	Eligibility	Contact
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, help with access to health providers, complaints	Aetna Healthy Blue AmeriHealth Caritas LA Healthcare Connect United Healthcare Humana	855-242-0802 844-521-6941 888-756-0004 866-595-8133 866-675-1607 800-448-3810
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 Humana	855-325-7626 877-917-4150 866-430-1101 888-913-0364 855-369-3723 866-726-1472 844-613-1638
Personal Care Services	In-home Medicaid PCS	Financial/medical	877-455-9955
Florida Parishes Human Services Authority	Mental health/addiction treatment, developmental disabilities services *Call for eligibility screen	GNO East Jefferson West Jefferson Mobile Crisis Line	985-543-4333, ext 4 After Hrs-211 or 504-269-2673 Fphsa.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	Medical/financial All newborns All children All newborns	504-599-1086 ldh.la.gov/ehdi 888-283-7020 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/or evaluation Children under 3	985-429-1252 or 866-640-0238 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	Livingston 225-686-7600 St. Helena 225-222-4349 St. Tammany 985-898-3311 Tangipahoa 985-748-7153 Washington 985-839-9816

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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 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
Northshore Families Helping Families	Peer-to-peer support, parent trainings, school accommodations	All youth/families	985-875-0511 800-383-8700 Fhfnorthshore.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 lahandsandvoices.org
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	Information on health resources	Resource linkage	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	985- 857-3652 laworks.net
Office for Citizens with Developmental Disabilities	Eligibility/needs assessments, family supports and services, waiver services	Medical/disability criteria	985-543-4333 Fphsa.org
Social Security Benefit	Financial support	Disability/financial	800-772-1213

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

Mobile Crisis Response	Crisis intervention, Hotline	Region 9, youth/adults	601-955-6381, 24/7
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