

Other important phone numbers

Behavioral Health Support Groups		
Service	Information	Phone Number
Depression and Bipolar Support Alliance (DBSA)	This is a peer support group. The DBSA focuses on helping members with depression and bipolar disorder.	Baton Rouge 225-275-2778 Metairie 504-286-1916 or 985-871-4360 Monroe 318-542-4154 or 318-388-6088
Families Helping Families	Families Helping Families are resource centers in your local communities for individuals with disabilities and their families. Families Helping Families is run by both parents of children with disabilities and individuals with disabilities. See below for the names and phone numbers of centers in your area.	
Bayou Land Families Helping Families, Inc. Region 3 (South Central area)	Serving Assumption, Lafourche, St. Charles, St. James, St. John, St. Mary and Terrebonne Parishes	1-800-331-5570
Families Helping Families of Acadiana Region 4 (Acadiana area)	Serving Acadia, Evangeline, Iberia, Lafayette, St. Landry, St. Martin and Vermilion Parishes	1-800-378-9854
Families Helping Families of Southwest Louisiana Region 5 (Southwest area)	Serving Allen, Beauregard, Calcasieu, Cameron and Jefferson Davis Parishes	1-800-894-6558

Families Helping Families Region 6 (Central LA area)	Serving Avoyelles, Catahoula, Concordia, Grant, LaSalle, Rapides, Vernon and Winn Parishes	1-800-259-7200
Families Helping Families Region 7 (Northwest area)	Serving Bienville, Bossier, Caddo, Claiborne, Desoto, Natchitoches, Red River, Sabine and Webster Parishes	1-877-226-4541
Families Helping Families of Northeast Louisiana Region 8 (Northeast area)	Serving Caldwell, East Carroll, Franklin, Jackson, Lincoln, Madison, Morehouse, Ouachita, Richland, Tensas, Union and West Carroll Parishes	1-888-300-1320
Northshore Families Helping Families Region 9 (Florida Parishes area)	Serving St. Tammany, Washington, Tangipahoa, St. Helena and Livingston parishes	1-800-383-8700
Louisiana Federation of Families for Children's Mental Health	The Louisiana Federation of Families for Children's Mental Health helps families of children and youth with mental health needs.	1-800-224-4010
Mental Health America of Louisiana (MHAL)	MHAL helps promote mental health through its education, research and service.	1-800-241-6425
NAMI Louisiana (National Alliance on Mental Illness)	NAMI Louisiana is a mental health organization that works to build better lives for the millions of Americans affected by mental illness.	1-866-851-6264

State Agencies		
Service	Information	Phone Number
Adult Protective Services (APS) Office of Aging and Adult Services Department of Health and Hospitals	Call to report abuse and neglect of adults who can't protect themselves.	Call the hotline 24 hours a day, seven days a week: 1-800-898-4910

Child Protection Investigation, Child Welfare Department of Children and Family Services	The Child Protective Services program looks into reports of child abuse and neglect. The program provides helpful services to children and families.	1-855-4LA-KIDS 1-855-452-5437
Louisiana Commission on Human Rights	The Louisiana Commission on Human Rights works to protect people from unlawful discrimination. If you think you are being discriminated against, you can call to file a complaint.	1-888-248-0859
Louisiana Medicaid Pharmacy Benefits Management Program	The Louisiana Medicaid Pharmacy Benefits Management Program offers prescriptions for Medicaid members	1-800-437-9101

Job Help		
Service	Information	Phone Number
Disability Program Navigator Initiative	The Disability Program Navigator Initiative helps people with disabilities find work. Navigators can be found at Career Solutions Center locations throughout the state.	<p>Baton Rouge Wooddale Boulevard: 225-925-4311 Plank Road: 225-358-4579</p> <p>New Orleans 504-568-7280</p> <p>Job 1 Algiers 504-364-5625</p> <p>Houma 985-873-6855</p> <p>United Houma Nation 985-223-3093</p>

Coordinated System of Care — Wraparound Agencies		
Service	Area Served	Phone Number
Region 1 New Orleans and Jefferson Parish areas National Child and Family Services	Jefferson, Orleans, Plaquemines and St. Bernard Parishes	504-267-5819

Region 2 Baton Rouge area National Child and Family Services of Baton Rouge	Ascension, East Baton Rouge, East Feliciana, Iberville, Pointe Coupee, West Baton Rouge and West Feliciana Parishes	225-456-2006
Region 3 Florida Parishes area Choices, Inc.	Livingston, St. Helena, Tangipahoa, Washington and St. Tammany Parishes	504-376-3895
Region 4 Houma/Thibodeaux area Wraparound Services of Southeast LA	Assumption, St. James, St. John the Baptist, St. Charles, LaFourche and Terrebonne Parishes	985-232-3930
Region 5 Acadiana area Eckerd Wraparound Agency	Evangeline, Acadia, St. Landry, St. Martin, Iberia, Lafayette, St. Mary and Vermillion Parishes	337-678-3536
Region 6 Lake Charles area Choices, Inc.	Beauregard, Allen, Jefferson Davis, Calcasieu and Cameron Parishes	337-523-4289
Region 7 Alexandria area Eckerd Wraparound Agency	Avoyelles, Catahoula, Concordia, Grant, LaSalle, Vernon, Rapides and Winn Parishes	318-443-7900
Region 8 Shreveport area Choices, Inc.	Bienville, Bossier, Caddo, Claiborne, DeSoto, Jackson, Natchitoches, Red River, Sabine and Webster Parishes	318-205-8202
Region 9 Monroe area Wraparound Services of Northeast Louisiana	East Carroll, Franklin, Lincoln, Madison, Morehouse, Ouachita, Richland, Tensas, Union and West Carroll Parishes	318-654-4245

Personal disaster plan

Your health is important to us. To help you keep track of your health records, we offer you a way to keep them safe. Our online disaster plan can help you get ready before a disaster happens.

All you need to do is follow these easy instructions:

1. Log in to the secure member website at www.myhealthybluelouisiana.com
2. If you don't have a login, register with your Healthy Blue ID
3. On the right side, select **Personal Disaster Plan**
4. Fill in your health information and click the Save button

Make sure your personal health records are current and safe today. It's just one more way Healthy Blue helps you have peace of mind.

Your Healthy Blue member handbook

This handbook will help you understand your health plan. If you have questions or need help understanding or reading your member handbook, call Member Services. We also have this member handbook in:

- A large-print version
- An audio-taped version
- A braille version
- A Spanish version
- A Vietnamese version

If you want a copy of this handbook in one of these versions, call Member Services.

Your Healthy Blue member ID card

If you do not have your Healthy Blue ID card yet, you will get it soon. You will also get a Louisiana Medicaid ID card if you do not already have one.

- Please carry your Healthy Blue ID card and your Medicaid ID card with you at all times.
 - Your Healthy Blue ID card can be used to get services covered by Healthy Louisiana. It tells providers and hospitals:
 - You are a member of our health plan
 - We will pay for the medically needed benefits listed in the section **Your Healthcare Benefits**

Your Healthy Blue ID card shows:

- The date you became a Healthy Blue member
- Your date of birth
- Your Healthy Blue identification number
- Phone numbers you need to know, such as:
 - Our Member Services department
 - Reporting Medicaid Fraud and Abuse
 - Filing a grievance
 - Provider Services and prior authorization
 - 24-hour Behavioral Health Crisis Line
- What you need to do if you have an emergency

Your Medicaid ID card can be used to get services covered through Medicaid. These services are not covered under your Healthy Blue health plan. It is important to carry both your Medicaid ID card and your Healthy Blue ID card as they are needed for different services.