

# Children's Special Health Services Regional Resource Guide, Region 7: Bienville, Bossier, Caddo, Claiborne, De Soto, Natchitoches, Red River, Sabine, Webster

## PHYSICAL/MENTAL HEALTH SUPPORTS & INSURANCE ACCESS

Organization	Services	Eligibility	Contact
Dental Services	Dental Provider Locator	Medicaid member	855-702-6262 mcna.net 800-685-0143 DentaQuest
Medicaid	Medicaid Insurance Information	Financial	888-342-6207
Medicaid Managed Care Organization (MCO)	Louisiana Medicaid MCO Plans, service approvals, prior authorizations, access to health providers, complaints	Aetna Amerihealth Caritas Healthy Blue Humana LA Healthcare Connect United Healthcare	855-242-0802 888-756-0004 800-448-3810 844-521-6941 866-595-8133 866-675-1607
Medical Transport	Non-emergency medical transportation to/from medical appointments. Has to be scheduled 2 days before appointment.	Aetna Amerihealth Caritas Healthy Blue Humana LA Healthcare Connect Medicaid Legacy United Healthcare	877-917-4150 888-913-0364 866-430-1101 844-613-1638 855-369-3723 855-325-7626 866-726-1472
Personal Care Services	In-home Medicaid PCS	Financial/medical	877-456-1146
Northwest Louisiana Human Services District	Mental health/addiction treatment, developmental disabilities services	Call for eligibility screen	Main line: 318-741-7455 After Hours: 866-416-5370 NIhsd.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 Healthcare Needs Programs	Early Hearing Detection Lead Poisoning Prevention Genetic Diseases Screening	All newborns All children All newborns	504-599-1086 ldh.la.gov/ehdi 888-293-7020 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	318-226-8038 or 866-676-1695 ldh.la.gov/earlysteps
Child Search Educational Assessments	Special education pre-k -12 <sup>th</sup> grade; speech, occupational, physical therapies	Assessments for children over age 3  State Toll Free 877-453-2721	Bienville 318-263-7968 Bossier 318-549-6119 Caddo 318-603-6700 Claiborne 318-927-2496 De Soto 318-270-2634 Natchitoches 318-352-2358 Red River 318-932-4081 Sabine 318-256-9228 Webster 318-377-7052

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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
Families Helping Families Region 7	Peer-to-peer support, parent trainings, school accommodations	All youth/families	318-226-4541 877-226-4541 Fhfregion7.com
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
Parents as Teachers	In-home visits, coaching, mentoring and education	Families with children less than 24 months.	985-602-9952
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	318-676-7155/800-737-2966 laworks.net
Office for Citizens with Developmental Disabilities	Eligibility/needs assessments, family supports and services, waiver services	Medical/disability criteria	318-741-7455 Nlhsd.org
Social Security Benefit	Financial support	Disability/financial	800-772-1213

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

Mobile Crisis Behavioral Health Services	Crisis intervention, Hotline	Region 7 youth/adults	866-416-5370, 24/7 Nlhsd.org
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
988 Lifeline	Suicide, Hotline	Nationwide	988, Call or text

## 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