

July 2020

OVERVIEW:

Aetna Better Health of Louisiana (ABHLA) participates in Healthy Louisiana, a managed care system established by the Louisiana Department of Health (LDH) for Medicaid enrollees requiring specialized behavioral health services. ABHLA wishes to make all providers aware of the Coordinated System of Care (CSoC), which has been established through a separate contract between LDH and Magellan Health of Louisiana (Magellan).

Who should be enrolled in CSoC?

CSoC is an approach to offering behavioral health care services for children/youth, ages 5 through 20, with significant emotional/behavioral health challenges and their families.

What can families expect while participating in CSoC?

Families enrolled in CSoC will work with a wraparound facilitator, and receive intensive, individualized services in their communities. In this process, the family and child partner with a team of people they choose and work together to develop a plan that meets their needs, rather than having other people develop a plan for them. This process brings together all child/family services into one coordinated plan to allow for better communication and collaboration among families, youth, state agencies, providers and others who support the family.

What supports and services are available?

Children and families enrolled in CSoC will be eligible for all of the services available through Medicaid with the exception of Multi-Systemic Therapy (MST), plus specialized treatment planning and services offered through CSoC. In particular, these families will be able to receive:

- Wraparound Facilitation
- Parent Support & Training
- Youth Support & Training
- Short-Term Respite
- Independent Living Skills Building

Who do we refer?

- Children with an identified caregiver who is willing to participate
- Children who are preparing to discharge from a treatment setting within 90 days
- Children who have been hospitalized, treated in a residential setting, have been in detention, and/or are at risk of out-of-home placement
- Children enrolled in intensive case management for behavioral health challenges

How do we refer?

Reach out to families you've identified who may benefit from CSoC. If the family is interested, complete a warm transfer to the CSoC contractor, Magellan.

When you receive a call about a parent or caregiver who is interested in a referral to CSoC, you will complete a brief screening process over the phone. If the brief screening is positive, you will complete a warm transfer to Magellan.

What will Magellan do?

Magellan will then complete a brief Child and Adolescent Needs and Strengths (CANS) assessment with the parent or caregiver.

If the child or youth is not deemed eligible based on the brief CANS, Magellan will refer them back to you and you will work to develop an alternative plan for the family.

If the child or youth is deemed to be eligible, Magellan will refer the family to a Wraparound Agency (WAA) for a full assessment. If the child is eligible, Magellan will begin managing the child's behavioral health benefits.

Questions and Support:

For more information about CSoC:

- visit the [Louisiana Department of Health's Coordinated System of Care](#).
- contact Magellan at 1-800-424-4489/TTY 1-800-424-4416.
- contact the Louisiana Department of Health's Office of Behavioral Health CSoC Director: by email at Connie.Goodson@la.gov or phone at 225-342-5236.

For questions regarding ABHLA's participation, please contact LAProvider@AETNA.com or call 1-855-242-0802 and follow the prompts.