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You can have this information in other languages and formats at no charge to you. You can also have this interpreted over the phone in any language. Call Member Services 24 hours a day, seven days a week, at **1-888-756-0004 (TTY 1-866-428-7588)**.

Usted puede tener esta información en otros idiomas y formatos sin costo alguno para usted. También puede recibir la interpretación por teléfono en cualquier idioma. Llame a Servicios al Miembro al **1-888-756-0004 (TTY 1-866-428-7588)** las 24 horas del día, los siete días de la semana.

Quý vị có thể có thông tin này bằng các ngôn ngữ và định dạng khác miễn phí. Quý vị cũng có thể yêu cầu thông dịch thông tin này ra bất kỳ ngôn ngữ nào qua điện thoại. Xin gọi ban Dịch vụ Hội viên phục vụ 24 giờ/ngày, 7 ngày/tuần, theo số **1-888-756-0004 (TTY 1-866-428-7588)**.

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AmeriHealth Caritas Louisiana

Care is connecting our members to housing support services and resources.

Housing and health

Good health is about more than a doctor's visit. That's why AmeriHealth Caritas Louisiana offers benefits and services to support the whole person. This includes helping members connect to local resources, community-based organizations, and federal programs for assistance with housing needs.

Having a stable, safe place to live can have a big impact on physical and behavioral health. Housing is an important issue when it comes to improving health outcomes, especially for member who are:

- Experiencing homelessness
- Managing chronic conditions
- Leaving a hospital, nursing home, or other type of inpatient facility
- Often in need of medical care for physical or behavioral health needs

AmeriHealth Caritas Louisiana offers counseling, help with transitional care, and other types of services and supports that people need to get back to — or become a part of — the community.

We also help connect members to Louisiana Legal Aid Offices for things like pending evictions, landlord issues, and title problems.

We also work with Volunteers of America Southeast to help members with housing needs. The goal is to provide safe and stable living conditions by offering home remediation (or corrections or fixes) and services such as:

- In-home assessments
- Inspections
- Handyman services
- Education to learn about other types of housing support that may be available





Home remediation requirements

Help from Volunteers of America is available to members who:

- Are active in and following their AmeriHealth Caritas Louisiana Care Management plan.
- Agree to comply with what Volunteers of America Community Health Workers and home repair staff need to do their jobs.
- Are in an independent living setting that will allow minor repairs, mobility upgrades, etc.
- Have asked for in-home improvements needed to support things like mobility, stability, or aging in place.
- Provide updated contact information as soon as there is a change.

More about how AmeriHealth Caritas Louisiana can help

AmeriHealth Caritas Louisiana has team members dedicated to assisting members who are referred for housing issues. They help members who are experiencing homelessness or who are at high risk of homelessness, eviction, or displacement from their homes. The team can help with things such as:

- Short-term housing
- Long-term housing
- Transitional housing
- Shelters and group homes

We also offer other types of support services, such as:

- Working with our community-based partners to connect members to local resources, such as:
 - TANF (Temporary Assistance for Needy Families)
 - SNAP (Supplemental Nutrition Assistance Program)
 - Mom's Meals
- Assisting members in filling out applications and gathering information needed to apply for housing aid and related services.
- Helping members apply for disability benefits.

Respite care support

AmeriHealth Caritas Louisiana also has respite care services for members who are without housing and need short-term residential lodging while they recover from an acute illness or injury. We offer members:

- Safe, quality services
- Care coordination
- Wraparound support
- Care transition assistance

Respite care is available to members who:

- Agree to engage in Care Management services.
- Do not require nursing-facility level of care but are not medically stable enough for general population shelters.
- Are not actively using substances.
- Agree to be in a shared room.

We are here for you

This is just a brief look at some of the ways we can help. Our members may have many different housing needs and challenges. AmeriHealth Caritas Louisiana will work with each member individually to provide housing resources. We will follow up until each member has received housing services that meet their needs.

If you have questions or want to learn more, please call AmeriHealth Caritas Louisiana's Rapid Response and Outreach team at **1-888-643-0005** Monday through Friday from 8 a.m. to 5 p.m. You can also visit www.amerhealthcaritasla.com.

