



Your Personal Guide to Better Health

# Member Handbook

For Mental Health and Substance Use Treatment Services

**CARE IS THE HEART  
OF OUR WORK<sup>SM</sup>**

[www.amerihealthcaritasla.com](http://www.amerihealthcaritasla.com)

  
**AmeriHealth Caritas<sup>SM</sup>**  
Louisiana



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## Welcome to AmeriHealth Caritas Louisiana

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AmeriHealth Caritas Louisiana is your mental health and substance use plan under Louisiana's Department of Health program. This plan will help you and your family get help with mental health and/or drug or alcohol challenges. AmeriHealth Caritas Louisiana does not provide direct care to you. We pay for and assist in arranging your mental health and substance use treatment. As part of this process, AmeriHealth Caritas Louisiana may provide you with a choice of services. This handbook will detail these services for you and help you learn how to get the help you need.

### About us

- AmeriHealth Caritas Louisiana is dedicated to quality health care in your community.
- AmeriHealth Caritas Louisiana is a managed care organization (MCO) that arranges health care services for its members. We want to help you and your family members be healthy.
- We want to make sure you and your family are treated with respect and that your health care services are provided in a way that is private and confidential.
- We are here to support you. Your health is our health. Your healthy community is our healthy community.
- We are dedicated to a disaster-resistant community for all of us to live and work in. This means we stay strong and bounce back in the face of disasters.

### Our mission

Our mission at AmeriHealth Caritas Louisiana is to help people:

- Get care.
- Stay well.
- Build healthy communities.

### How we can help you

If you need help or have questions, you can call **1-888-756-0004** to talk to a Member Services representative 24 hours a day, seven days a week, or go to the Member Center at [www.amerhealthcaritasla.com](http://www.amerhealthcaritasla.com).

We can help you with questions like:

- How do I get mental health and/or substance use care?
- How do I choose a mental health and substance use provider?
- Which services and benefits are covered?
- How do I find out about special needs services?
- What do I do if I get a bill?
- How do I file a grievance?
- How do I get a list of AmeriHealth Caritas Louisiana mental health and substance use providers?

## Member Rights and Responsibilities

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### Know your rights

AmeriHealth Caritas Louisiana is committed to treating members with respect and dignity. AmeriHealth Caritas Louisiana and its network of doctors and other providers of services, do not discriminate against members based on race, sex, religion, national origin, disability, age, sexual orientation or any other basis prohibited by law.

As a member, you have the right to:

- Know about AmeriHealth Caritas Louisiana and its health care providers.
- Get information about AmeriHealth Caritas Louisiana, its health care providers, and member rights and responsibilities.
- Get information and know about your benefits and services.
- Get information about the cost of health care services.
- Have your medical records and care kept confidential.
- Expect that AmeriHealth Caritas Louisiana will give you a copy of its Notice of Privacy Practices without your requesting it.
- Have your personal and health information kept private.
- Approve or deny the release of identifiable medical or personal information, except when the release is required by law.
- Be treated with dignity and respect by your health care providers and AmeriHealth Caritas Louisiana.
- Talk with your health care provider about treatment plans.
- Get information from a health care provider on available treatment options and alternatives, given in a way you understand.
- Talk to your health care provider about the kinds of care you can choose to meet your medical needs regardless of cost or benefit coverage.
- Voice complaints about and/or appeal decisions made by AmeriHealth Caritas Louisiana and its health care providers and receive information about how to do so.
- File for a state fair hearing and receive information about how to do so.
- Get materials and/or help that is easily understood and in alternate languages and formats, if necessary.
- Ask for and receive a copy of your medical records in accordance with applicable federal and state laws, and ask that they be amended or corrected at no charge.
- Be given an opportunity to make suggestions for changes in AmeriHealth Caritas Louisiana's policies and procedures.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation, as specified in the federal regulations on the use of restraint and seclusion.
- Be a part of the decisions about your health care, including the right to refuse treatment. Your decision to do so will not negatively affect the way you are treated by AmeriHealth Caritas Louisiana, its health care providers or the Louisiana Department of Health (LDH).
- Ask that any communication that has protected health information in it sent from AmeriHealth Caritas Louisiana be sent to you by alternative means or to an alternative address.
- Ask that AmeriHealth Caritas Louisiana amend certain protected health information.
- Ask for a list of disclosures of protected health information made by AmeriHealth Caritas Louisiana.
- Receive health care services that are accessible; comparable in amount, duration and scope to those provided under Medicaid fee-for-service; and sufficient in amount, duration and scope to reasonably be expected to achieve the purpose for which the services are provided.
- Receive services that are appropriate and are not denied or reduced solely because of diagnosis, type of illness or medical condition.

## Member Rights and Responsibilities

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### Know your rights (continued)

- Receive assistance from both LDH and the enrollment broker in understanding the requirements and benefits of AmeriHealth Caritas Louisiana.
- Receive oral interpretation services free of charge for all non-English languages, not just those identified as prevalent.
- Be notified that oral interpretation is available and how to access those services.
- Receive information, as a potential member, about the basic features of the plan program, who may or may not enroll in the program, and the plan's responsibilities for coordinating care. Information should be received in time to make an informed choice.
- Report to LDH any marketing violations made by AmeriHealth Caritas Louisiana by calling the Louisiana Medicaid Customer Service Line at **1-888-342-6207** and asking for a Marketing Complaint Form.
- Receive information on the plan's services.
- Receive a complete description of disenrollment rights at least annually.
- Receive notice of any significant changes in core benefits and services at least 30 days before the intended effective date of the change.
- Receive detailed information on emergency and after-hours coverage.
- Exercise these rights without adversely affecting the way the plan, its providers or LDH treat you.

For more information or to make suggestions, please call Member Services at **1-888-756-0004 (TTY 1-866-428-7588)**.

### Know your responsibilities

We need you to help us. It is important to remember to:

- Let AmeriHealth Caritas Louisiana and your health care providers know of any changes that may affect your membership, health care needs or benefits. Some examples include, but are not limited to, the following:
  - You are pregnant or have a special medical or mental health condition.
  - Your address or phone number changes.
  - You or one of your children has other health insurance.
  - You have a Worker's Compensation claim.
  - You have a pending personal injury or medical malpractice lawsuit.
  - You are involved in an auto accident.
- Let Louisiana Medicaid know if:
  - Your family size changes.
  - Your living arrangement changes.
  - Your mailing address, parish or phone number changes.

To report these changes to Louisiana Medicaid, you may: call **1-888-342-6207**, visit online at [www.medicaid.la.gov](http://www.medicaid.la.gov) or visit a regional Medicaid office. Call or go online to find the nearest Medicaid office.

- Let AmeriHealth Caritas Louisiana know if your member ID card has been lost or stolen. Misuse of your member ID card, including loaning, selling or giving it to others, could lead to losing your Medicaid benefits and/or legal action.
- Show your member ID card when using health care services.
- Be aware of the benefits and services available through AmeriHealth Caritas Louisiana and how to use them.

## Member Rights and Responsibilities

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### Know your responsibilities (continued)

- Work with AmeriHealth Caritas Louisiana and our health care providers. This means following the guidelines given to you about AmeriHealth Caritas Louisiana and following your health care provider's instructions about your care. This includes:
  - Making appointments with your health care provider.
  - Canceling appointments you cannot go to.
  - Giving your health care provider your correct medical history and information.
  - Asking your health care provider questions when it comes to risks, benefits and costs of treatment alternatives, and following the prescribed care plan.
  - Letting the provider know as soon as possible the reasons why a treatment cannot be followed.
  - Calling AmeriHealth Caritas Louisiana when you have questions.
  - Treating your health care providers and their staff with respect and dignity.
  - Talking with your health care provider to agree on goals for your treatment, to the degree you are able to do so.
  - Talking with your health care provider so you can understand your health problems, to the degree you are able to do so.
- Follow the grievance process (see **page 30**) if you have a problem with a health care provider.
- Try to follow a healthy lifestyle, staying away from behaviors that can harm your health.

If you have any questions about your responsibilities or for more information, please call Member Services at **1-888-756-0004 (TTY 1-866-428-7588)**.

## Advance Directives

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An advance directive is a legal document that protects your rights to refuse medical, surgical or mental health and substance use treatment you do not want, or to request treatment you do want, if you lose the ability to make those decisions yourself. An advance directive can also allow you to designate a representative to make health care decisions for you in the event you are unable to do so. Advance directives are the way you make these choices known to your family and health care providers.

This is an important matter. Before deciding if you want an advance directive, you should talk to your spouse, family, close friends, doctors and attorney. If you make an advance directive, be sure to give copies of it to your doctors and family. AmeriHealth Caritas Louisiana will honor your advance directive to the fullest extent allowed by law. We will let you know within 90 days of any changes in Louisiana's law. Your MCO cannot discriminate against you for getting an advance directive. Having an advance directive will not affect your ability to get care.

You can get an advance directive form from your PCP, or you can find sample forms and information at [agingwithdignity.org](http://agingwithdignity.org).

You may file complaints about the failure to comply with an advance directive with the Louisiana Office of Health Standards, Louisiana's Survey and Certification Agency, by calling **1-225-342-0138**.

Advance directives available in Louisiana are described below.

### **Do not resuscitate (DNR) order**

You can request your physician to enter a DNR order into your medical records at any time so that your health care providers will not try to revive you if you have a cardiac arrest (your heart stops beating) or a respiratory arrest (you stop breathing).

### **Living will (also known as a declaration)**

A living will is different from a DNR order. A living will is a written record of what types of medical care you would or would not want to have or what types of medical care you want to stop if you are terminally and irreversibly ill. You must sign a written declaration in the presence of 2 witnesses any time after the terminal or irreversible condition is diagnosed. If you change your mind after you have made a living will, you can cancel it or make changes to it. Only adults are permitted to make a living will. A living will covers all types of life-sustaining treatments and procedures only after you have developed a terminal and irreversible condition.

Although Louisiana law does not require you to record your living will, you can register your living will with the secretary of state if you choose to do so. You should always make sure all of your health care providers have a copy. You can get additional information regarding registering your living will with the Office of the Secretary of State at **1-225-922-0309**.

### **Durable power of attorney for health care (DPAHC)**

This is a legal document that gives the name of the person who can make health care decisions for you in case you cannot make them for yourself. A DPAHC only covers a situation where you are temporarily or permanently unable to make your own health care decisions. The person you choose to represent you does not have to be a lawyer. To avoid a potential conflict of interest, it is recommended not to appoint a treating health care provider as your representative. If you have a DPAHC and later become able to make your own health care decisions, then your representative's authority ends and your consent is required for all health care decisions.

See the Member Grievances, Appeals and State Fair Hearings section on **page 30** for information on how to file a grievance with AmeriHealth Caritas Louisiana if you do not believe that AmeriHealth Caritas Louisiana or one of its providers is complying with your advance directive.

## Getting Information

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### On the Web

We have made it easy for you to find what you are looking for on our website. Go to [www.amerihealthcaritasla.com](http://www.amerihealthcaritasla.com) for:

- Help finding a mental health and substance use provider.
- Help getting mental health or substance use services.
- Health Insurance Portability and Accountability Act (HIPAA) information.
- Notice of Privacy Practices.
- Information on member rights and responsibilities.
- Information on grievances, appeals and state fair hearings.
- Frequently asked questions.
- Contact information.
- Member Portal, a secure site to get information about your health care.
- Member newsletters.

If you do not have access to the Internet, most of this information is in this handbook. If you have questions, please call Member Services at **1-888-756-0004**.

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**Our website Member Center is available in English and Spanish. You will find this handbook on our website in English, Spanish, and Vietnamese.**

**You can get a copy of the Member Handbook by:**

- **Calling Member Services at 1-888-756-0004, 24 hours a day, seven days a week.**
  - **Going to our website at [www.amerihealthcaritasla.com](http://www.amerihealthcaritasla.com).**
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### In other languages and formats

AmeriHealth Caritas Louisiana has written member materials in languages other than English and in other formats for the visually impaired. These materials do not cost you any money. Please call AmeriHealth Caritas Louisiana Member Services at **1-888-756-0004** to ask for member materials in another language or in other formats. If you do not speak English, we have representatives and interpreters who speak languages other than English.

We also have interpreters over the phone for your doctor's office to use when you are at an appointment. It is your right to receive medical care in a language you understand. You should not be asked to provide your own interpreter. Call Member Services if you need help with any language services at **1-888-756-0004**. Member Services can also help you switch to a provider that speaks your language.

If you are deaf or hard of hearing, our TTY number is **1-866-428-7588**.

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**You can also dial 711 Relay for TTY services, Internet relay services and video relay services. Charges for local and long-distance relay calls will be the same as your regular local and long-distance calling plan.**

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## Getting Started

After you enroll in AmeriHealth Caritas Louisiana, you will get an AmeriHealth Caritas Louisiana ID card. If you do not yet have your card and need to access services, or if you have lost it, please call Member Services for a new one. Your AmeriHealth Caritas Louisiana member ID card will help you access all of the mental health and substance use benefits and services AmeriHealth Caritas Louisiana will cover for you. You will also get an ID card from LDH. Your LDH ID card will help you access all of the benefits and services LDH will cover for you. If you lose your LDH ID card, call the Louisiana Medicaid Customer Service Line at **1-888-342-6207**. TTY users, please call **1-800-220-5404**.

### Things to know about your health insurance ID cards

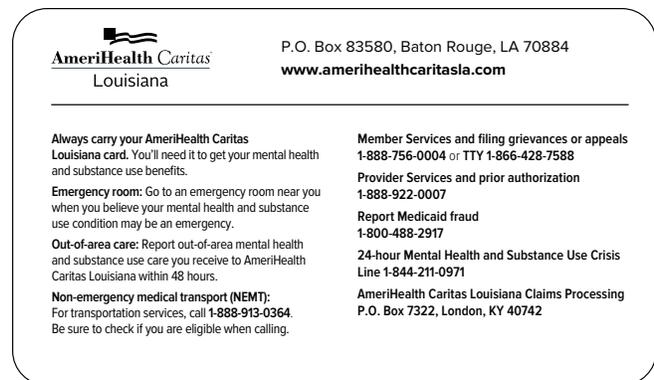
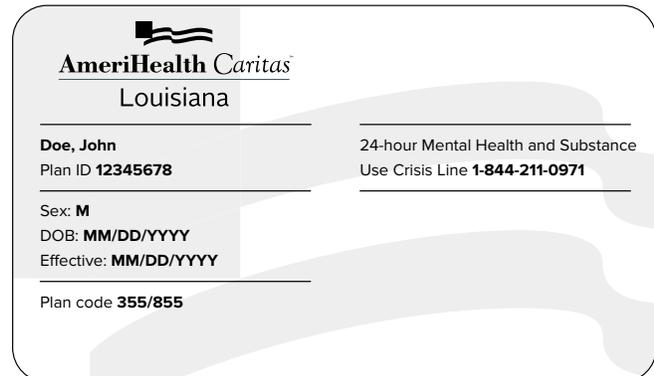
To make sure you get all of the benefits and services you are eligible for, please carry all of your health insurance cards with you at all times. You may need to show all of your health insurance cards at every doctor's office and/or pharmacy visit.

These cards include:

- AmeriHealth Caritas Louisiana member ID card.
- LDH ID card.
- Any other health insurance card(s) you have.

It is important to carry all of your cards with you at all times.

This is an example of what your AmeriHealth Caritas Louisiana member ID card will look like:



## Mental Health and Substance Use Services

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AmeriHealth Caritas Louisiana works with mental health and substance use providers and community resources. This is to help provide you the best care using proven methods. Mental health and substance use care is based on the ideas of:

- **Member engagement.** We involve you and your family in decisions about your care.
- **Resilience.** A goal of your care is to improve your ability to adapt to stress or bad situations.
- **Strength-based practices.** Your care includes using your own strengths.
- **Evidence-based practices.** Providers use methods that are backed up by research.

## Benefits and services

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AmeriHealth Caritas Louisiana members who think they need mental health or substance use services can talk to their mental health and substance use provider or primary care provider (PCP). That's the best place to start.

Members can also find mental health providers by:

- Calling Member Services at **1-888-756-0004** (TTY **1-866-428-7588**).
- Visiting our website at [www.amerihhealthcaritasla.com](http://www.amerihhealthcaritasla.com).

### Covered services

Mental health and substance use services help members with difficulties with mental illness, drug use or alcohol use (substance use, addictive disorders, or drug and alcohol use disorders).

Your mental health and substance use benefits and services depend on your age and the type of Medicaid assistance you get. The following services are part of the AmeriHealth Caritas Louisiana Mental Health and Substance Use Treatment program:

- **Mental health outpatient services:** These services are planned, regularly scheduled visits to a doctor, counselor or therapist to talk about your mental health. These services can include individual, family and group therapy, and psychological and/or neuropsychological testing.
- **Mental health and substance use inpatient hospitalization:** These services are the most intensive services available. Hospitalization usually occurs when you are at risk of harming yourself or others; experiencing a mental health and/or substance use crisis; when medications need close and continual checking; or when other services tried in the community have not helped to solve the problems that brought you in for service.
- **Psychiatric rehabilitation treatment facility (PRTF):** This service provides long-term mental health and substance use care in a 24-hour group living facility for members under age 21.
- **Therapeutic group home:** These are community-based 24-hour live-in services where the member lives in a home-like setting

with other individuals to receive mental health or substance use services. This service is only available for members under age 21.

- **Psychosocial rehabilitation:** This service is for members who live within the community and is to help you achieve your goals and be able to continue to work and live in your community with family and friends. Members receive assistance in day-to-day life skills and related goals.
- **Community-based services:** Clearly focused services provided in the community.
  - **Community psychiatric support and treatment (CPST):** Counseling services that are provided to you in your home, work or school.
  - **Peer support services (PSS).** These services are evidence-based behavioral health services that consist of a qualified peer support provider, who assists members with their recovery from mental illness and/or substance use. The PSS are provided by Certified Peer Support Specialists (CPSS), who are individuals with personal lived experience with recovery from behavioral health conditions and who are successfully navigating the behavioral health services system. PSS are person-centered and recovery focused. PSS are face-to-face interventions with the member present. PSS are designed to uphold the principles of individual choice and active involvement of members in their own recovery process.
  - **Multisystem therapy (MST):** This family based service is for members 12 – 17 years of age. It provides home and community mental health and substance use services to help keep the member in the home. These services focus on providing a more safe, secure and enhanced quality of life for the family.
  - **Family functional therapy (FFT):** These services are for members 10 – 18 years of age and their families to help focus on behavioral issues like “acting out.” This service is provided in the home or community setting. It is to help members change their behaviors.

## Benefits and services

- **Homebuilders (HB):** This in-home service is for families with children from birth to age 18. The service provides clearly focused therapy, such as family counseling and parent training. These services focus on a more safe, secure and better-quality home life for the member and family.
- **Assertive community treatment (ACT):** This service is provided for adults with serious mental illness. A team of providers work with the member where he or she lives. Services can include counseling, substance use disorder therapy, housing assistance and medication management.

### Covered services (continued)

- **Crisis intervention and stabilization:** This is a service you can use any time, day or night, to help you when you are in a mental health or substance use crisis. If you feel you are in a crisis, call the 24-hour Crisis Hotline for mental health and substance use at **1-844-211-0971**.
- **Addiction services:** These services help you deal with challenges due to drug and alcohol use. These services may or may not be offered in a hospital and are to help you stop using alcohol and/or drugs. If you use these services, you may or may not stay at the program overnight.
- **Mental health and substance use services for adults:** Members with serious mental illness may be eligible for mental health rehabilitation services, such as psychosocial rehabilitation (PSR), assertive community treatment (ACT) and permanent supportive housing (PSH). If you believe you may qualify for these additional services, please talk to your doctor, counselor and/or care manager. Or you may call Member Services at **1-888-756-0004 (TTY 1-866-428-7588)**.
- **Autism services:** Members diagnosed with autism spectrum disorder (including autistic disorder, Asperger's disorder, childhood disintegration disorder, Rett's disorder or pervasive developmental disorder) can receive medically necessary covered mental health services. For information on how to receive AmeriHealth Caritas Louisiana covered services, please contact Member Services at **1-888-756-0004 (TTY 1-866-428-7588)**.

- **Applied behavioral analysis (ABA):** Members under the age of 21 are eligible for ABA services. To access these services, contact your Care Manager who can submit a request for prior authorization, which will then be reviewed by AmeriHealth Caritas Louisiana.

If you have further questions about the ABA services, contact your Care Manager who can give you more information and help submit a request for prior authorization for services, if needed. You can also contact our Member Services at **1-888-756-0004 (TTY 1-866-428-7588)**, 24 hours and day, seven days a week.

### Other services

There are other services and community supports that may be available through the mental health, intellectual disabilities, and drug and alcohol programs in your parish. AmeriHealth Caritas Louisiana can help you to access those services and we can help you find out about any costs that may apply to you. We can also help you find ways of covering those costs.

With your permission as needed, AmeriHealth Caritas Louisiana works with other providers to help you organize your treatment and support.

The following are services you may qualify for, but they are not covered services through AmeriHealth Caritas Louisiana:

- **Coordinated system of care (CSOC):** CSOC services are not covered or managed by AmeriHealth Caritas Louisiana. This special program helps members 21 years of age and younger who have serious mental health and substance use issues (and are at risk for out-of-home placement) and their families. Services include parent support and training, youth support and training, building independent living and skills, and short-term respite and wrap-around facilitation. Wrap-around facilitation means we want you to have 1 facilitator to coordinate services for all of your health care needs. If you believe you may qualify for these services, please contact AmeriHealth Caritas Louisiana Member Services at **1-888-756-0004 (TTY 1-866-428-7588)**.

## Finding a Mental Health Provider

AmeriHealth Caritas Louisiana will ask you a few questions to see if you might qualify. If you might, AmeriHealth Caritas Louisiana will provide your information to the management company who will contact you for further assessment for CSOC. If you do not qualify, AmeriHealth Caritas Louisiana can assist you to identify other services to meet your needs.

If you need to find a mental health provider, you can go to [www.amerihhealthcaritasla.com](http://www.amerihhealthcaritasla.com) and click on Find a Provider. This will take you to the online Provider Directory where you can find a list of all mental health and substance use providers in the AmeriHealth Caritas Louisiana network. Go to the mental health and substance use section for this list. You can also call Member Services at **1-888-756-0004 (TTY 1-866-428-7588)** if you would like to receive a paper copy of the Provider Directory at no cost.

When you request an appointment with a mental health or substance use provider, you should expect to get an appointment within these time periods.

Appointment accessibility standards	
Mental health and substance use	AmeriHealth Caritas Louisiana standard
<p><b>Routine or non-urgent visits:</b> These services are planned, regularly scheduled visits to a doctor, counselor or therapist to talk about your mental health.</p>	<p>Within 14 days.</p>
<p><b>Urgent care:</b> These are mental health or substance use issues that need help within 24 to 48 hours.</p>	<p>Within 24 hours, 7 days per week. An appointment shall be arranged within 48 hours of request.</p>
<p><b>Emergent, crisis or emergency:</b> This service may be needed if you are having feelings or thoughts of harming yourself or others.</p>	<p>Within 1 hour of the request. Call the Crisis Hotline at <b>1-844-211-0971</b>.</p>

## Children's Rights for Mental Health Services

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The age of consent for AmeriHealth Caritas Louisiana members to receive inpatient and outpatient mental health and substance use services is 16. This means minors 16 years and older can receive mental health treatment with or without their parent's approval.

If you or your child or adolescent would like more detailed information, please call AmeriHealth Caritas Louisiana and we will try to help you or your child or adolescent better understand the rights your child or adolescent has.

Call Member Services at **1-888-756-0004** or **TTY 1-866-428-7588**.

## Medical Necessity

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AmeriHealth Caritas Louisiana only covers services and benefits if they are covered by Medicaid and are medically necessary.

To be considered medically necessary, services must be both of the following:

- Deemed reasonably necessary to diagnose, correct, cure, alleviate or prevent the worsening of a condition or conditions that endanger life, cause suffering or pain, or have resulted or will result in a handicap, physical deformity or malfunction.
- Those for which no equally effective, more conservative and less costly course of treatment is available and suitable for the recipient.

This type of service must be specific to each person. It also must be linked to an injury or illness. The treatment should not be more or less than what is needed. Even if an injury or illness presents a medical necessity, it may not be covered if the treatment is experimental. Treatment may also not be covered if it is not approved by the Food and Drug Administration (FDA). Also, treatment may not be granted if it is cosmetic.

If you need help understanding any of this information, please call Member Services at **1-888-756-0004**.

## Prior Authorization

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Some services and procedures need to be approved as “medically necessary” by AmeriHealth Caritas Louisiana before your mental health and substance use provider can provide the services. This process is called “prior authorization.”

### Nonparticipating health care professionals and providers

There may be times when you get a referral to a provider who is not part of the AmeriHealth Caritas Louisiana network. When that happens, you will need to get approval ahead of time (prior authorization). The prior authorization process is described below.

One example of a service that requires prior authorization is when you see a provider who is not in our network (called a nonparticipating provider). For other services that require prior authorization, refer to the following lists.

### Prior authorization process

1. Your health care provider must give AmeriHealth Caritas Louisiana medical information to show the service or medication is medically necessary.
2. AmeriHealth Caritas Louisiana clinicians or staff review the medical information. The clinicians use clinical guidelines approved by LDH to see if the service is medically necessary.
3. If the request cannot be approved by an AmeriHealth Caritas Louisiana licensed mental health professional, an AmeriHealth Caritas Louisiana doctor will review the request.
4. If the request is approved, we will contact your health care provider.
5. If the request is not approved, a letter will be sent to you and your health care provider telling you the reason for the decision.
6. If you disagree with the decision, you may file a member appeal. See [page 30](#) for information about grievances, appeals and state fair hearings.
7. You may also call Member Services for help in filing a grievance, appeal or state fair hearing.

### Services that require a prior authorization

- Mental health rehabilitation services:
  - Community psychiatric and supportive treatment (CPST).
  - Homebuilders (HB) — ages 21 and under.
  - Functional family therapy (FFT) — ages 21 and under.
  - Assertive community treatment (ACT) — ages 21 and over.
  - Multi-systemic therapy (MST) ages 21 and under.
  - Psychosocial rehabilitation (PSR).
  - Crisis stabilization.
  - Therapeutic group home (TGH) — ages 21 and under.
  - Electroconvulsive therapy (ECT).
  - Psychiatric rehabilitation treatment facility (PRTF).
  - Psychiatric inpatient services.
  - Psychoanalysis.
  - Psychological and neuropsychological testing.
  - Substance use disorder halfway house (level 3.1).
  - Substance use disorder adult and child or adolescent treatment program (level 3.5).
  - Substance use disorder adult treatment program (level 3.7).
  - Substance use disorder intensive outpatient program (level 2.1).
  - Permanent supportive housing — ages 21 and over.
  - All out-of-network services.

## Prior Authorization

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### Services that do not need a prior authorization

- 48-hour observations.
- Mental health and substance use and substance use disorder evaluations and assessments.
- Mental health and substance use and substance use disorder medical team conference.
- Mental health and substance use and substance use disorder medication evaluation, management and consultation.
- Mental health and substance use and substance use disorder outpatient therapy (individual, family and group therapy sessions, including substance use disorder level 1).
- Mental health and substance use and substance use disorder therapeutic injections.

Some services can be approved after the service has been given, but they still require the provider to notify AmeriHealth Caritas Louisiana during or shortly after treatment. Following are some examples.

### Services that require notification

- Substance use disorder acute detoxification (notification within 24 hours of discharge).
- Substance use disorder sub-acute detoxification (notification within 24 hours of discharge).
- Crisis intervention mental health services (notification and auto-approval).

Please talk to your doctor about the services you need and if they will need prior authorization.

As an AmeriHealth Caritas Louisiana member, you are not responsible to pay for medically necessary covered services.

You may have to pay when any of the following applies:

- You receive a service from a provider who is not in the AmeriHealth Caritas Louisiana network, and prior authorization was not given to see this provider (except for emergency services).
- The service provided is not covered by AmeriHealth Caritas Louisiana and your provider told you that it is not covered before you received the service.

Your mental health and substance use benefits and services depend on your age and the type of Medicaid assistance you get.

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**If you are not sure if you need mental health and/or substance use services, you may call our Rapid Response department at 1-888-643-0005.**

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## Non-Covered Services

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AmeriHealth Caritas Louisiana may not cover all of your mental health and substance use health care expenses. You may be responsible to pay for services if you have been told ahead of time that AmeriHealth Caritas Louisiana does not cover the services. It is important to check with AmeriHealth Caritas Louisiana Member Services to find out which mental health and substance use services are covered.

## Freedom of Choice

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One of the important features of the Bayou Health program is freedom of choice. There can be many mental health and substance use providers in your area to go to for the services you need. As you use these services, it is important that you know about the choices you have:

- You can choose a provider who provides the services you need.
- For each level of care, there are providers available to choose from.
- Providers will also talk with you about choices you have.
- You can choose providers who are located close to you. This might be important if you currently travel to a provider and you want someone who is located closer.
- You can choose providers you want. You may like one provider better than another provider, so you can pick the provider you like best.
- You can select providers who can relate to you and you are comfortable talking to.
- You can select providers who speak your language or provide needed interpretation for you.

It is important that you are comfortable with the provider who is helping you. If you are not happy with a provider, you can choose another provider. To do this, call AmeriHealth Caritas Louisiana and we will talk to you about choices.

AmeriHealth Caritas Louisiana will remind you of your right of choice in several ways and through Member Services when you call. Also, providers will talk to you about choices and can help you decide.

## Second Opinion

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All AmeriHealth Caritas Louisiana members have a right to request a second opinion. Members can request a second opinion from a qualified mental health and substance use care provider within AmeriHealth Caritas Louisiana's network. We will provide for a second opinion from an appropriate mental health and substance use care provider within the network or arrange for the member to get a provider outside the network at no cost to the member.

Call AmeriHealth Caritas Louisiana for more information about this right and benefit. If you feel that your rights have been violated or if you want more information about these and other rights, please call AmeriHealth Caritas Louisiana and let us know.

## Non-Emergency Services

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Our staff will help you get services and give you addresses and phone numbers of mental health and substance use providers.

That way, you can choose a service provider close to where you live who provides the service you need. AmeriHealth Caritas Louisiana can find child-specific mental health and substance use providers, evening appointments and specialists you may need. AmeriHealth Caritas Louisiana will help you find a provider who speaks your language or provides interpretation services. We can also help you find a provider who can accommodate a wheelchair or other special needs you might have.

You can call any AmeriHealth Caritas Louisiana mental health and substance use provider for an appointment or call AmeriHealth Caritas Louisiana to help you set up an appointment. You have the right to see a provider within 14 days of your request for routine or non-urgent visits.

## Emergency Services

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An emergency is a life-threatening situation where you or another person thinks you need help right away so that you or someone else doesn't get hurt.

**If you are having a mental health or drug or alcohol use emergency, AmeriHealth Caritas Louisiana mental health and substance use providers must provide services for emergencies within 1 hour from the time they are contacted. You can get help 24 hours a day, 7 days a week.**

Here is what to do:

- Go to the nearest emergency room. You do not need to call us first. The emergency room will call AmeriHealth Caritas Louisiana.
- Call or have someone else call the crisis intervention number for your parish. To find the crisis hotline number, go to the List of Helpful Numbers section located on page 36.
- **If you have a life-threatening situation, act quickly. Call 911. You may also go to an emergency room at a hospital. You do not need to call us first.**

Emergency services are covered whether provided by a participating or non-participating provider.

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**Remember: AmeriHealth Caritas Louisiana providers must provide mental health and substance use services within 14 days for routine (non-emergency) needs, within 24 hours for urgent situations, and within 1 hour for emergency situations.**

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## Post-Stabilization Services

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Post-stabilization services are services provided after emergency medical care. These services are to maintain or improve your condition. Post-stabilization services are covered services.

## Out-of-Town Emergency Care

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If you are away from home and have a mental health and/or substance use emergency or a life-threatening situation, go to the nearest hospital emergency room. Please let the hospital know that you are a member of AmeriHealth Caritas Louisiana. Ask the hospital to call AmeriHealth Caritas Louisiana as soon as possible to let us know about the emergency. You should not get a bill. Please call us right away if you do get one.

## Finding a Network Provider

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### Online provider search tool

Our online provider search tool makes it even easier for you to find participating mental health and substance use providers. You can access this simple tool directly from the AmeriHealth Caritas Louisiana ([www.amerihhealthcaritasla.com](http://www.amerihhealthcaritasla.com)) home page.

Just click on Find a Provider on the home page under the members' column. The Find a Provider feature can search for a mental health and substance use provider based on one or more of the following:

- Provider name or organization.
- ZIP code.
- Distance from your home.
- Parish.
- Special requirements (examples: elevator, TTY/TDD lines or interpreter needed).
- Services.

If you do not have Internet access or need help finding a mental health and substance use provider, please contact Member Services at **1-888-756-0004**, (TTY **1-866-428-7588**). Member Services specialists are available 24 hours a day, seven days a week, 365 days a year. They can also explain mental health and substance use benefits and help you find mental health and substance use services.

## Integrated Health Care Management

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AmeriHealth Caritas Louisiana believes in taking care of the whole person. That's why we offer our Care Management program. This program has care managers who can help you take charge of your mental health care needs for a better quality of life.

The Care Management program is a way for us to partner with you and your provider(s) as you face challenges to your health. It is a way to make sure you get the right care at the right time. Here are some things we can help you with:

- Getting to your mental health appointments.
- Getting the mental health support services you need.
- Learning more about your mental health condition(s).
- Getting the medicine your doctor has ordered for you.
- Finding helpful resources for your mental health care needs.

If you have any questions about the Care Management program, please contact the AmeriHealth Caritas Louisiana Rapid Response department at **1-888-643-0005** and ask to speak with Care Management.

## Transportation

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AmeriHealth Caritas Louisiana covers medically necessary emergency and non-emergency transportation.

If you have an emergency, call **911**. If you call for emergency transportation and your condition is not truly an emergency, you may be billed. For non-emergency situations, AmeriHealth Caritas Louisiana provides non-emergency transportation, or NEMT, to appointments and other needed medical care when you are getting health care services. We will make sure you have the kind of transportation you need.

### **Non-emergency transportation in an ambulance**

If you need to be transported to non-emergency medical appointments by ambulance, that is also covered. You might need to be transported by ambulance if 1 of the following applies to you:

- You are confined to your bed (unable to get out of your bed without help, unable to walk, and unable to sit in a chair or wheelchair).
- You need vital medical services during your trip that are only available in an ambulance, such as administration of medications or monitoring of vital functions.

If you have questions or want to schedule transportation, call **1-888-913-0364** (Monday through Friday, 8:30 a.m. to 5:00 p.m.). If you are waiting for a ride that has already been scheduled and you want to check on the status, please call the Ride Assist Line — also known as “Where’s My Ride?” — at **1-888-913-0364** (Monday through Friday, 8:30 a.m. to 5:00 p.m.).

## Confidentiality

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We know your privacy is important to you. It is very important to us, too. AmeriHealth Caritas Louisiana wants you to know we respect your privacy and work to protect it. AmeriHealth Caritas Louisiana staff is required to follow all applicable laws about confidentiality.

Know that:

- Your records are only viewed by AmeriHealth Caritas Louisiana staff involved with your care or your family's care.
- Our providers follow the same state and federal laws as we do.

In general, we do not give out any information about your treatment to outside parties without your written approval. We will use or share only the minimum amount of your medical information needed to do our job. We may use your information:

- When necessary and permissible, to arrange your treatment and coordinate care with providers.
- To help resolve a grievance you have about your care.
- When necessary to pay for your care.
- When necessary to conduct the basic health care operations of AmeriHealth Caritas Louisiana (including quality or treatment reviews).
- When it is required by your parish or state to monitor the activities of AmeriHealth Caritas Louisiana.
- If you or someone else could get hurt. The law says that we must share information to get you or another person out of danger.
- When you provide your written permission.
- You can talk to Member Services about how we respect your privacy. You can ask them to send you our Notice of Privacy Practices.

## Loss of Benefits

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You can be disenrolled (removed) from AmeriHealth Caritas Louisiana coverage if:

- You are no longer receiving (eligible for) Medicaid. If your case reopens within 60 days, you will be re-enrolled into AmeriHealth Caritas Louisiana.
- You move out of Louisiana. You must find out about Medicaid in your new state.
- You become an inmate in a public institution.
- You commit fraud. This includes if you knowingly let someone else use your card.

You will be disenrolled from AmeriHealth Caritas Louisiana and get health care coverage through the LDH program for reasons that include, but are not limited to:

- You are admitted to a nursing facility for long-term care.
- You begin getting Medicare.
- You are admitted to an intermediate care facility for people with developmental disabilities.

## Voluntary Disenrollment

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### **When you want to change your health plan**

You may decide you want to leave AmeriHealth Caritas Louisiana. When you enroll with AmeriHealth Caritas Louisiana, you will have 90 days from the date postmarked on your Notice of Enrollment to change your plan. You can change plans for any reason during this 90-day period. After the initial 90-day period, you will remain enrolled with AmeriHealth Caritas Louisiana until the next annual open enrollment period. Open enrollment occurs once every 12 months.

During the 12-month “lock-in” time, there are reasons for which you are allowed to change plans. Those reasons include, but are not limited to:

- You ask to be enrolled in the same plan as a family member.
- You make a formal request to change plans because your medical condition requires a provider who is not part of the AmeriHealth Caritas Louisiana network to treat you, and your doctor agrees.
- There is a lack of access to core benefits or services.
- You receive poor quality of care.
- Any other reason deemed valid by the LDH.
- Your specialized mental health and substance use provider ceases to contract with AmeriHealth Caritas Louisiana.

Please note this is not a complete list of reasons.

### **If AmeriHealth Caritas Louisiana leaves the Louisiana Medicaid system**

As a member of AmeriHealth Caritas Louisiana, if we are disenrolled as a managed care organization, AmeriHealth Caritas Louisiana must arrange for Medicaid services to be provided to you without delay, as required by statute 42 CFR 438.62.

## Member Grievances, Appeals and State Fair hearings

We hope you will always be satisfied with AmeriHealth Caritas Louisiana and our health care providers. If you have questions or concerns about your AmeriHealth Caritas Louisiana benefits or services, please call Member Services at **1-888-756-0004**. Our Member Services representatives can help with most questions and concerns. If you are still not happy, you have the right to file a member grievance or appeal, or ask for a state fair hearing after the grievance and appeal process has been completed. Please call Member Services if you need help or have questions about filing a grievance or appeal, or asking for a state fair hearing.

### Member grievances

A member grievance is an expression of dissatisfaction with any matter other than an appealable action. When you are not satisfied, grievances may include issues such as:

- The quality of care you received.
- The quality of service you received.
- Rudeness of a health care provider or a network employee.
- Network administration practices other than an action.

### How to file a member grievance with AmeriHealth Caritas Louisiana

A member grievance may be filed by a member or a member's personal representative, either by a phone call or by mail, within 30 calendar days of the occurrence. If you want to file a grievance, call Member Services at **1-888-756-0004**. You can also write to us at:

**AmeriHealth Caritas Louisiana**  
**Attention: Member Grievance Department**  
**P.O. Box 83580**  
**Baton Rouge, LA 70884**

### What happens after you file a member grievance?

An acknowledgement letter will be mailed to you within 1 business day of when we receive your grievance. The letter will let you know we have received your grievance. Member Services will document the grievance and work with the appropriate departments to resolve your issue. If we need more information from you about this issue, we will call you or send you a letter to let you know. You will have 14 calendar days to get back with us about the additional information. If we do not hear from you within those 14 calendar days, your grievance will be closed and we will send you a notification letter.

The grievance will be opened again once we receive the additional information from you. Within 90 calendar days of when we get your grievance request, AmeriHealth Caritas Louisiana will resolve the grievance and send you a letter to let you know the outcome.

### Appeals

If you are not happy with a decision made by AmeriHealth Caritas Louisiana, you may file an appeal with us. An appeal is a request for review of an action.

Examples of actions include:

- The denial or limited authorization of a requested service, including the type or level of service.
- The reduction, suspension or termination of a previously authorized service.
- The denial, in whole or in part, of payment for a service.
- The failure to provide services in a timely manner.

Please note that you will not lose your AmeriHealth Caritas Louisiana membership or health care benefits for filing an appeal.

### How to file an appeal with AmeriHealth

#### Caritas Louisiana

- You, your provider or your authorized representative may file an appeal. If your provider or authorized representative files the appeal on your behalf, you must give him or her written permission to do so.
- Your appeal may be filed orally or in writing.
- AmeriHealth Caritas Louisiana must receive the appeal within 60 calendar days of the date of receiving the decision letter.

To file your appeal by phone, call Member Services at **1-888-756-0004**. To file your appeal in writing, send your appeal request to:

**AmeriHealth Caritas Louisiana**  
**Attention: Appeals Coordinator**  
**P.O. Box 7328**  
**London, KY 40742**

### What happens after you file an appeal?

An acknowledgement letter will be mailed to you within 1 business day of when we receive your appeal. The letter will let you know we have received your appeal. It will also tell you the date and time we will review your appeal.

You may also receive copies of any documents related to your appeal. You must ask for them in writing.

Your written request should be sent to:

**AmeriHealth Caritas Louisiana**  
**Attention: Appeals Coordinator**  
**P.O. Box 7328**  
**London, KY 40742**

After you have filed your appeal, you can still send us information related to your appeal. You and your representative may also review the case file, including medical records and any other documents and records being reviewed during the process.

You may need more time to give us information about your appeal. You may ask for more time, up to 14 calendar days. This request must be in writing and sent to the AmeriHealth Caritas Louisiana appeals coordinator.

### To continue getting services

If you were getting authorized services that are now denied and you wish to keep getting these services while you are waiting for an appeal to be decided, you must ask for continued services in writing within 10 calendar days of the mail date on the denial letter. Your request must clearly state that you wish to keep getting the services. You can keep getting services until the appeal decision is made or until the time period or service limits of the service have been met, whichever is sooner.

If the appeal decision agrees with AmeriHealth Caritas Louisiana's denial, you may have to pay for the services provided while the appeal was pending.

### Appeal decision

Within 30 calendar days after we get your appeal request, we will send you a letter with our decision. If we feel we cannot give you a fair decision within the 30-calendar-day time period, we may add up to 14 calendar days to our review time. We will send you a letter to let you know this.

If you disagree with our appeal decision, you may ask for a state fair hearing with the Department of Administrative Law (DAL) within 120 calendar days of receiving AmeriHealth Caritas Louisiana's appeal decision letter.

### Expedited (faster) appeals

You, your provider or your authorized representative can ask for an expedited appeal review if waiting 30 calendar days for the standard appeal process to be completed could seriously affect your life, health or ability to attain, maintain or regain maximum function. Expedited appeal reviews may be asked for verbally or in writing. No additional member follow-up is required.

AmeriHealth Caritas Louisiana will complete all expedited appeals as quickly as the member's health condition requires but not more than 72 hours after our receipt of the request. AmeriHealth Caritas Louisiana will give an initial oral decision for expedited appeals within 72 hours of our receipt of the request and a written notification no later than 3 calendar days after the initial oral notification.

## Member Grievances, Appeals and State Fair hearings

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### Expedited (faster) appeals (continued)

If AmeriHealth Caritas Louisiana or your provider does not believe that waiting 30 days for the standard appeal process to be completed will seriously affect your life, health or ability to attain, maintain or regain maximum function, we will:

- Call you right away and send you a letter within 2 calendar days to let you know that your appeal will not be reviewed as an expedited appeal.
- Review your appeal under the standard appeal process and make a decision about your appeal within 30 calendar days.

### Impartiality and appropriate expertise

For both member grievances and appeals, an AmeriHealth Caritas Louisiana associate will be appointed to review your case. The associate will be someone who was not involved in the prior adverse decision and does not work for the person who made the prior decision.

For medical appeals, a physician or other appropriate clinical peer must evaluate medical necessity decisions for adverse appeal decisions. For appeals involving specialty care, input to the appeal determination will be obtained from a clinician in the same or similar specialty as the care being requested.

### Asking for a state fair hearing with the Division of Administrative Law (DAL)

You may ask for a state fair hearing with DAL if you do not agree with an AmeriHealth Caritas Louisiana appeal decision. You must exhaust the AmeriHealth Caritas Louisiana appeals process before you ask for a state fair hearing.

You may ask for a state fair hearing with DAL within 120 calendar days of receiving AmeriHealth Caritas Louisiana's appeal decision letter. If the plan does not make a timely decision, you can ask for a state fair hearing. You may request a state fair hearing by mail, phone, or fax, or online.

A state fair hearing is not a part of AmeriHealth Caritas Louisiana in any way. In a state fair hearing, the DAL judge will determine whether services must be provided. AmeriHealth Caritas Louisiana must follow DAL's hearing decision, as approved by the secretary of LDH. You will not lose your AmeriHealth Caritas Louisiana membership for filing a state fair hearing request with the DAL.

Once you have completed the AmeriHealth Caritas Louisiana appeals process, you, your authorized representative or your network provider, acting on your behalf and with your written consent, may request a state fair hearing with DAL once AmeriHealth Caritas Louisiana's appeals process has been exhausted. After you received AmeriHealth Caritas Louisiana's appeal decision letter, you may request a state fair hearing by mail, phone, fax or online.

You may mail your request for a state fair hearing:

**Division of Administrative Law**  
**P.O. Box 4189**  
**Baton Rouge, LA 70821-4189**

You may fax your request for a state fair hearing to **1-225-219-9823**. You may phone in your request for a state fair hearing to **1-225-342-5800**. You may submit your request online for a state fair hearing to [http://www.adminlaw.state.la.us/AdminLaw/Appeal\\_Request\\_Form.aspx](http://www.adminlaw.state.la.us/AdminLaw/Appeal_Request_Form.aspx).

You have the right to continue getting benefits while the state fair hearing is pending. You must ask for this continuation within 10 calendar days from the mail date of the AmeriHealth Caritas Louisiana appeal decision letter. You may call AmeriHealth Caritas Louisiana and ask that your benefits continue. The toll-free number is **1-888-756-0004**.

Please note that you may have to pay the costs of these services. This could happen if the DAL agrees with the denial by AmeriHealth Caritas Louisiana.

## Fraud, Waste and Abuse

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Unfortunately, there may be times when you see fraud, waste or abuse. If you have knowledge of member or provider fraud, waste or abuse, please report the circumstances to AmeriHealth Caritas Louisiana or LDH as outlined below. You do not have to give your name. If you do give it, you will not be identified to the member or provider you are reporting.

Some examples of fraud, waste or abuse by a health care provider are:

- Billing or charging you for services that AmeriHealth Caritas Louisiana covers (other than pharmacy copays).
- Offering you gifts or money to get treatment or services you do not need.
- Offering you free services, equipment or supplies in exchange for using your AmeriHealth Caritas Louisiana member ID number.
- Giving you treatment or services you do not need.
- Physical, mental or sexual abuse.

Some examples of fraud, waste or abuse by a member are:

- Selling or lending the member ID card to other people.
- Abusing benefits by seeking drugs or services that are not medically necessary.

### Reporting fraud, waste and abuse

LDH has a Hotline to report a mental health and substance use provider (for example, a psychiatrist, psychologist, social worker, therapist or hospital) for suspected fraud or abuse. The Hotline number is **1-800-488-2917**.

You can also call to ask whether a situation is fraud or abuse.

If you don't speak English, an interpreter will be made available. If you are hearing-impaired, you can call the hotline using your TTY device.

You do not have to give your name. If you do give it, the provider will not be told you called. You can also report suspected fraud and abuse by mail:

**Medicaid Program Integrity  
Attention: Compliance Unit  
Louisiana Department of Health  
P.O. Box 91030  
Baton Rouge, LA 70821-9030**

You can report fraud and abuse by calling the AmeriHealth Caritas Louisiana Hotline number at **1-866-833-9718** or by sending an email to **[fraudtip@amerihealthcaritas.com](mailto:fraudtip@amerihealthcaritas.com)**. You can also report fraud and abuse to LDH by any of the ways described below.

You may report provider or member fraud, waste and abuse using the LDH website at **<http://new.ldh.louisiana.gov/index.cfm/page/219>**.

Here are other ways you can report fraud, waste and abuse to LDH:

For member fraud, waste or abuse reporting:

- Call toll free to **1-888-342-6207**.
- Mail to:  
**Customer Service Unit  
Louisiana Department of Health  
P.O. Box 91278  
Baton Rouge, LA 70821-9278**
- Fax to **1-225-389-2610**.

For provider fraud, waste and abuse reporting:

- Call toll free to **1-800-488-2917**.
- Mail to:  
**Medicaid Program Integrity  
Attention: Compliance Unit  
Louisiana Department of Health  
P.O. Box 91030  
Baton Rouge, LA 70821-9030**
- Fax to **1-225-219-4155**.

## Information for Members

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At least 1 time a year, AmeriHealth Caritas Louisiana will notify all members about your right to receive the following information:

- Any limits to your freedom of choice among the mental health and substance use providers in our network.
- Members' rights and protections.
- Information on grievance, appeal and state fair hearing rights and procedures.
- How to get services, including authorization rules and guidelines.

AmeriHealth Caritas Louisiana also provides:

- Information about physician incentive plans.
- Information on the structure and operation of the health plan.
- Service use policies.
- How to report alleged marketing violations to LDH using the Marketing Complaint Form.
- Member Handbook and welcome letter.

## List of Helpful Numbers

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My AmeriHealth Caritas Louisiana member ID number (fill in your number):

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Other family members' AmeriHealth Caritas Louisiana ID numbers:

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My mental health or substance use provider's name and phone number:

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My child's mental health or substance use provider's name and phone number:

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Pharmacy name and phone number:

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Primary care provider's name and phone number:

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Other provider information:

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AmeriHealth Caritas Louisiana integrated care manager:

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AmeriHealth Caritas Louisiana Crisis Hotline for mental health and substance use..... **1-844-211-0971**

AmeriHealth Caritas Louisiana Member Services ..... **1-888-756-0004**  
TTY: **1-866-428-7588**  
**AmeriHealth Caritas Louisiana**  
**P.O. Box 83580**  
**Baton Rouge, LA 70884**

Member Services for mental health and substance use ..... **1-888-756-0004**  
TTY: **1-866-428-7588**

Non-emergency Medical Transportation program..... **1-888-913-0364**

Enrollment Services..... **1-855-229-6848**  
TTY: **1-855-LAMED4ME (526-3346)**  
**www.myplan.healthy.la.gov**

### Discrimination is against the law

AmeriHealth Caritas Louisiana complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity, religion, or ability to pay. AmeriHealth Caritas Louisiana does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, sexual orientation, gender identity, religion, or ability to pay.

AmeriHealth Caritas Louisiana:

- Provides free (no cost) aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters.
  - Written information in other formats (large print, audio, accessible electronic formats, other formats).
- Provides free (no cost) language services to people whose primary language is not English, such as:
  - Qualified interpreters.
  - Information written in other languages.

If you need these services, contact AmeriHealth Caritas Louisiana at **1-888-756-0004 (TTY 1-866-428-7588)**. We are available 24 hours a day, seven days a week.

If you believe that AmeriHealth Caritas Louisiana has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

- AmeriHealth Caritas Louisiana Grievance and Appeals  
Return Mail Processing Center  
8171 Baymeadows Way West  
Jacksonville, FL 32256  
Phone: **1-888-756-0004 (TTY 1-866-428-7588)**,  
Fax: **1-225-300-9209**
- You can file a grievance by mail, fax, or phone. If you need help filing a grievance, AmeriHealth Caritas Louisiana Member Services is available to help you.
- You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at **[ocrportal.hhs.gov/ocr/portal/lobby.jsf](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf)**, or at:  
U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, DC 20201  
Phone: **1-800-368-1019 (TTY 1-800-537-7697)**  
Complaint forms are available at:  
**[www.hhs.gov/ocr/office/file/index.html](https://www.hhs.gov/ocr/office/file/index.html)**.

### Multilanguage interpreter services

**English:** Attention: Language assistance services, at no cost, are available to you. Call **1-888-756-0004 (TTY 1-866-428-7588)**.

**Spanish:** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-888-756-0004 (TTY: 1-866-428-7588)**.

**Vietnamese:** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-888-756-0004 (TTY: 1-866-428-7588)**.



**AmeriHealth Caritas**<sup>™</sup>

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Louisiana

## **Mental Health and Substance Use Member Handbook**

Call Member Services at **1-888-756-0004** (TTY **1-866-428-7588**).

Available 24 hours a day, seven days a week.

Call the Crisis Hotline at **1-844-211-0971**.

**[www.amerhealthcaritasla.com](http://www.amerhealthcaritasla.com)**

Need a translation? Call **1-888-756-0004**.

Call Member Services at **1-888-756-0004** or **TTY 1-866-428-7588**,  
24 hours a day, seven days a week.

**[www.amerhealthcaritasla.com](http://www.amerhealthcaritasla.com)**

This handbook may be updated with additional text provided by LDH or  
other information we feel is important for you to know.

Revision date: March 2021

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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 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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Any individual depicted is a model.

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