

PROVIDERALERT



To: AmeriHealth Caritas Louisiana Providers

Date: May 5, 2022

Subject: Louisiana Crisis Response System – Regions 1, 2, 3, 7 and 10

Summary: The information below is being shared at the request of the Louisiana Department of Health (LDH) and the Office of Behavioral Health (OBH) regarding the Louisiana Crisis Response System.

The Louisiana Department of Health (LDH) and the Office of Behavioral Health (OBH) are pleased to announce an expansion of the implementation of the Louisiana Crisis Response System, effective **April 1, 2022**. This comprehensive crisis system of care is a critical goal identified in LDH's [Fiscal Year 2022 Business Plan \[ldh.la.gov\]](#).

Services include:

- **Mobile Crisis Response (MCR):** A mobile service that is available as an initial intervention for individuals in a self-identified crisis, in which teams go to the individual where they are located in the community.
- **Community Brief Crisis Support (CBCS):** A face-to-face ongoing crisis intervention response, designed to provide stabilization and support in the community after the initial intervention by MCR.
- **Behavioral Health Crisis Centers (BHCC):** Facility based services that operate as a walk-in center providing short-term behavioral health crisis intervention.
- **Crisis Stabilization:** Short-term, bed-based crisis treatment and support service for individuals who have received a lower level of crisis service and are at risk of hospitalization or institutionalization, including nursing home placement (funding requested for State Fiscal Year 2023)

These services are available for individuals enrolled in Medicaid who are:

- 21 years of age and older, AND
- Associated with one of the five managed care organizations (MCOs) in Louisiana (Aetna Better Health, AmeriHealth Caritas of Louisiana, Healthy Blue, Louisiana Healthcare Connections and United Healthcare), AND
- Experiencing emotional distress and would benefit from crisis response from trained practitioners to get the supports needed to resolve the crisis and stay in the community, AND
- Not already on a legal commitment and, as such, are able to voluntarily participate in services

As of April 1, 2022, the Louisiana Crisis Response System has been implemented in five regions: 1, 2, 3, 7 and 10. The attached fact sheets describe service availability and access information for each region.

Additional information about the Louisiana Crisis Response System is available at <https://ldh.la.gov/crisis> [\[ldh.la.gov\]](https://ldh.la.gov). These notices will be updated and redistributed as services are implemented in other LDH regions of the state.

Questions: Thank you for your continued support and commitment to the care of our members. If you have questions about this communication, please contact AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007 or your [Provider Network Management Account Executive](#).

Missed an alert? You can find a complete listing of provider alerts on the [Provider Newsletters and Updates](#) page of our website.

Need to update your provider information? Send full details to network@amerihealthcaritasla.com.

Where can I find more information on COVID-19?

AmeriHealth Caritas Louisiana has updated its website to streamline communications and important notifications about COVID-19. Please visit <http://amerihealthcaritasla.com/covid-19> for up-to-date information for both providers and members, including frequently asked questions, and important provider alerts from AmeriHealth Caritas Louisiana and the Louisiana Department of Health.

LOUISIANA CRISIS RESPONSE SYSTEM

BUSINESS PLAN INITIATIVE 3

4/28/2022

IMPROVE CARE FOR INDIVIDUALS WITH SERIOUS MENTAL ILLNESS:

- Under Commitment 1 of the Fiscal Year 2022 LDH Business Plan (ldh.la.gov/businessplan), Goal 1 of this initiative is to implement a comprehensive crisis system of care resulting in a decrease in the number of emergency department visits for Medicaid members presenting with a primary behavioral health reason by 3% in FY22. This would be a decrease of 3,006 emergency department visits for behavioral health reasons from 100,240 visit in FY19 to 97,233 or fewer in FY22.

LOUISIANA CRISIS RESPONSE SYSTEM:

- The Louisiana Crisis Response System (LA-CRS) is a modern, innovative and coordinated approach to crisis services that builds upon the unique and varied strengths, resources and needs of Louisiana's local communities. Services include:
 - **Mobile Crisis Response (MCR):** Mobile service available as initial intervention for individuals in a self-identified crisis. Teams go to the individual where they are located in the community.
 - **Community Brief Crisis Support (CBCS):** A face-to-face ongoing crisis intervention response. Designed to provide stabilization and support in the community after the initial intervention by Mobile Crisis Response or Behavioral Health Crisis Care.
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SERVICES IN GREATER NEW ORLEANS (LDH REGION 1):

- *Parishes of Orleans, Plaquemines and St. Bernard*
- **Provided by Resources for Human Development, Inc.**
 - **Mobile Crisis Response:** 8 a.m.-5 p.m. Monday-Friday
 - **Community Brief Crisis Support:** Available as needed after Mobile Crisis Response
- To access services, contact the individual's MCO via their 24-hour behavioral health crisis lines:
 - Aetna Better Health: 1-833-491-1094
 - AmeriHealth Caritas of Louisiana: 1-844-211-0971
 - Healthy Blue: 1-844-812-2280
 - Louisiana Healthcare Connections: 1-844-677-7553
 - United Healthcare: 1-866-232-1626

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SERVICES IN GREATER BATON ROUGE (LDH REGION 2):

- *Parishes of Ascension, East Baton Rouge, East Feliciana, Iberville, Pointe Coupee, West Baton Rouge and West Feliciana*
- **Provided by Recovery Innovations / Bridge Center for Hope**
 - **Mobile Crisis Response:** 8 a.m.-5 p.m. Monday-Friday
 - **Community Brief Crisis Support:** Available as needed after Mobile Crisis Response or Behavioral Health Crisis Care
 - **Behavioral Health Crisis Care:** Available 24/7; call Recovery Innovations at 225-256-6604 or visit the Bridge Center for Hope at 3455 Florida Boulevard, Suite 400, Baton Rouge, LA 70806
- To access Mobile Crisis Response and Community Brief Crisis Support services, contact the individual's MCO via their 24-hour behavioral health crisis lines:
 - Aetna Better Health: 1-833-491-1094
 - AmeriHealth Caritas of Louisiana: 1-844-211-0971
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SERVICES IN SOUTH-CENTRAL LOUISIANA (LDH REGION 3):

- *Parishes of Assumption, Lafourche, St. Charles, St. James, St. John the Baptist, St. Mary and Terrebonne*
- **Provided by Start Corporation**
 - **Mobile Crisis Response:** 8 a.m.-4:30 p.m. Monday-Friday
 - **Community Brief Crisis Support:** Available as needed after Mobile Crisis Response or Behavioral Health Crisis Care
 - **Behavioral Health Crisis Care:** 8 a.m.-4:30 p.m. Monday-Friday; call Start Corporation at 985-333-1633 or 985-266-8340
- To access Mobile Crisis Response and Community Brief Crisis Support services, contact the individual's MCO via their 24-hour behavioral health crisis lines:
 - Aetna Better Health: 1-833-491-1094
 - AmeriHealth Caritas of Louisiana: 1-844-211-0971
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SERVICES IN NORTHWEST LOUISIANA (LDH REGION 7):

- *Parishes of Bienville, Bossier, Caddo, Claiborne, DeSoto, Natchitoches, Red River, Sabine and Webster*
- **Provided by Merakey Louisiana**
 - **Mobile Crisis Response:** 12 p.m.-8 p.m. Monday-Friday
 - **Community Brief Crisis Support:** Available as needed after Mobile Crisis Response or Behavioral Health Crisis Care
 - **Behavioral Health Crisis Care:** 8 a.m.-4:30 p.m. Monday-Friday; call Merakey Louisiana at 318-219-4167 or 336-277-8615
- To access Mobile Crisis Response and Community Brief Crisis Support services, contact the individual's MCO via their 24-hour behavioral health crisis lines:
 - Aetna Better Health: 1-833-491-1094
 - AmeriHealth Caritas of Louisiana: 1-844-211-0971
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SERVICES IN JEFFERSON PARISH (LDH REGION 10):

- **Provided by Jefferson Parish Human Services Authority**
 - **Behavioral Health Crisis Care:** 11 a.m.-7 p.m. Monday-Friday; call Jefferson Parish Human Services Authority at 504-349-3740 or visit 5001 Westbank Expressway, Suite 200, Marrero, LA 70072
 - **Community Brief Crisis Support:** Available as needed after Behavioral Health Crisis Care
- To access Community Brief Crisis Support services, contact the individual's MCO via their 24-hour behavioral health crisis lines:
 - Aetna Better Health: 1-833-491-1094
 - AmeriHealth Caritas of Louisiana: 1-844-211-0971
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