

There is help for you and your family during a crisis

When you or your family is in crisis, help is available. The Louisiana Crisis Response System (LA-CRS) can help. It offers crisis services to eligible Louisiana members. These services:

- Can help you avoid a hospital stay or care in an institution.
- Are available 24 hours a day, 7 days a week.
- Help you recover.

You can get LA-CRS services if you:

- Have Medicaid through a Healthy Louisiana plan, such as Aetna Better Health of Louisiana.
- Are in emotional distress and need help from a trained crisis worker. The goal is to help you get through the crisis and stay in your community.
- Are not under a legal commitment and can take part in services.

Call the Louisiana Crisis Hub's 24-hour behavioral health crisis line at **1-855-242-2735 (TTY: 711)**. You can learn what help is available in your area.

AetnaBetterHealth.com/Louisiana

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Available services

If you need help right away for a mental health or substance use crisis, Aetna Better Health of Louisiana can help with these services:

Mobile Crisis Response (MCR)

- For all ages.
- A crisis team can meet you at home or anywhere in your community.
- The team can help you for up to 72 hours.

Behavioral Health Crisis Care (BHCC)

- For ages 21 and up.
- A walk-in center for a crisis. It has a home-like setting.

Community Brief Crisis Support (CBCS)

- For all ages.
- Follow-up care for up to 15 days after you get MCR, BHCC, or CS.

Crisis Stabilization (CS)

- For ages 21 and up.
- Short-term overnight crisis support after MCR or BHCC.



Getting the help you need

Call the Louisiana Crisis Hub's 24-hour behavioral health crisis line: **1-855-242-2735 (TTY: 711)**

National Suicide & Crisis Lifeline: **988**

aetnabetterhealth.com/louisiana/behavioral-mental-health.html

Aetna complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

English: Attention: If you speak English, language assistance services, free of charge, are available to you. Call the number on the back of your ID card or **1-800-385-4104 (TTY: 711)**.

Spanish: Atención: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número que aparece en el reverso de su tarjeta de identificación o al **1-800-385-4104 (TTY: 711)**.

Chinese: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電您的 ID 卡背面的電話號碼或 **1-800-385-4104 (TTY: 711)**。