

Changes Are Coming to Behavioral Health Services

Starting Dec. 1, 2015, Medicaid behavioral health services and substance use treatment will be arranged through one of our five Medicaid Bayou Health Plans. This will include the following services:

- Outpatient behavioral health and substance use treatments
- Inpatient psychiatric hospital services
- Residential substance use treatment
- Other specialized behavioral health services for individuals meeting set criteria

Home and Community-Based Waiver recipients have received letters giving them the opportunity to choose a Bayou Health Plan for behavioral health services. If a Plan is not chosen, DHH will assign the recipient to one of the five Plans. To choose a Bayou Health Plan for behavioral health services, waiver recipients can call 1-855-BAYOU-4U (1-855-229-6848), enroll on-line at www.bayouhealth.com or fill out the Enrollment Form and mail using the return envelope that was provided with the letter.

Completion of the enrollment form on-line or by mail will not result in a waiver recipient being enrolled for any Medicaid health care services except behavioral health. **Choosing or not choosing a Bayou Health Plan for behavioral health services will not affect their waiver services.**

Some waiver recipients can also “opt in” to Bayou Health for other, physical health services. If they wish to receive other Medicaid health services such as physician or hospital care through a Bayou Health Plan, they must call-in to make the request by phone at 1-855-BAYOU-4U (1-855-229-6848). This also will not affect waiver services. If recipients do not call to opt-in to Bayou Health, they will continue to receive other Medicaid health care services in the same way they do today.

Bayou Health customer service representatives are available at 1-855-BAYOU-4U (1-855-229-6848) to assist members in selecting a Plan. Representatives are available Monday - Friday from 8 a.m. - 5 p.m.

The Bayou Health Plans are:



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