

CHOICE

By Mary Jacob

Breaking News: For the first time in years, families in Jefferson, Orleans, Plaquemines and St. Bernard Parishes will now have a choice between two Support Coordination Agencies. Joining Quality Support Coordination in providing the same services is AlphaCare Support Coordination. What does this mean to you? It means if you live in one of the above 4 parishes, you now have a real choice for the first time in a while in who you want to provide your support coordination. Each recipient of Medicaid benefits has the right to choose the service provider most qualified to meet their needs. It's exciting the families in these parishes now truly has Freedom of Choice again.

Support Coordination is required for anyone receiving services through Early Steps, Children's Choice Waiver, New Opportunities Waiver (NOW), Support Waiver and Residential Options Waiver (ROW).

AlphaCare is not new to care coordination as they've been providing these services to families in Region 5 for a while. You can contact AlphaCare Support Coordination, L.L.C. at 504.731.3100. The office is located at 7809 Airline Drive, Suite 210, Metairie, LA 70003. Their website is www.alphacaresupport.com and you can reach them by email at alphacare@yahoo.com.

Janae Burr, Program Manager with the State Office of Citizens with Developmental Disabilities emphasized you SHOULD NOT change support coordination agencies if you don't have a current Plan of Care or if you are in the process or within 30 days of renewing your Plan of Care. Changing agencies during this time period will cause delays in your approval.