NAMI Responds to the Tragedy of Hurricane Katrina

A resource guide of supports, information, referrals, and resources
Targeted for people living with mental illness and their families
In the wake of the Hurricane Katrina natural disaster

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Founded in 1979, NAMI is the nation's largest grassroots mental health organization with over 1,000 local affiliates, 50 state organizations, and a national organization united to meet the NAMI mission of improving the lives of people living with mental illness through support, education, advocacy, and research

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SUMMARY

With the assistance of concerned grassroots leaders, NAMI has prepared this resource to aspire to provide support to our state organizations, local affiliates, consumers, family members, and citizens affected by this terrible tragedy. Many resources are available to assist with connecting need with resource. However, NAMI recognizes that the needs of families, consumers, and friends of people living with mental illness are often unique. We also recognize the culture of the NAMI network of families across the country who identify with these special circumstances fellow NAMI members and others may encounter.

To that end, with this resource NAMI will aspire to serve as a conduit of information, both for those who need help and for those who would like to help. Following are the ways NAMI intends to help, as well as resources we have identified for those in need.

Additionally, NAMI national is committed to supporting the state NAMI organizations in Louisiana, Mississippi, and Alabama by providing additional resources to their NAMI efforts. Neighboring state NAMI organizations are embracing the NAMI mission in all ways by reaching out to those most directly affected. NAMI national will strive to provide triage and coordination of these support efforts to our NAMI leadership as well as continue to advocate for policy issues of concern with this effort.

For information on articles and studies providing insight and information into the results of trauma and disaster on people living with mental illness, visit http://www.disasterpsych.org/Default.aspx?ArticleID=15

NAMI HURRICANE KATRINA RELIEF FUND

To aid victims of Hurricane Katrina with serious mental illnesses and their families, NAMI has established the NAMI Hurricane Katrina Relief Fund. To make donations to this fund, visit **www.nami.org/donate**. Please use the General Donation link and enter "For NAMI Hurricane Katrina Relief Fund" in the comment field.

Additionally, NAMI has set up an account with Wachovia Bank to receive donations under the NAMI Katrina Hurricane Relief Fund. Donors can contribute at any Wachovia Bank branch to account number 2000024603407. To locate the nearest Wachovia Bank, visit http://www.wachovia.com

GENERAL RESOURCES

Please note: The resources listed in this document are based on information obtained from various sources and are subject to change and adjustment.

NAMI Hurricane Katrina Relief Fund
Donate today and support direct resources for people living with mental illness and their families affected by Hurricane Katrina
http://www.nami.org/hurricanekatrina

FEMA (Federal Emergency Management Agency)
Online Hurricane Resources at: www.fema.gov
Online Individual Assistance Center at: http://www.fema.gov/register.shtm
1-800-621-3362 (refers people to website for missing relatives and online assistance for claims)
$2,000 debit cards for Katrina victims (deposited into victim's bank account)

SAMHSA (Substance Abuse Mental Health Services Administration)
Online Resources at: http://www.samhsa.gov/Matrix/professional_disaster.aspx, or http://www.mentalhealth.samhsa.gov/cmhs/Katrina/
Resources for professionals and the public

***** For People with Mental Illness, resources for medication access and reentry into treatment are available: 1-800-789-2647 *****

CDC (Center for Disease Control)
Online Resources at: http://www.bt.cdc.gov/disasters/hurricanes/index.asp
Resources include Preventing Illnesses and Injury, Mental Health, Flood Recovery, Infectious Disease, Keeping Food and Water Safe, Cleaning up Safely, and Avoiding Carbon Monoxide as well as information specifically for health professionals and worker response and cleanup: **1-800-232-4636**

Red Cross
1-800-Help-Now for donor assistance
1-800-257-7575 en Espanol
1-866-438-4636 for victim assistance and response assistance
1-800-975-7585 for financial assistance
Volunteer online at: http://www.redcross.org/where/chapts.asp

****FirstGov.gov****
Online Resources at: http://www.firstgov.gov/ (for all information)
Resources include finding love ones (including message boards), what to do if you are a victim, how to help victims, health and safety information, and disaster cleanup and agency resources.

US Department of Health and Human Services
http://www.hhs.gov

Mental Health 1-800-273-TALK (1-800-273-8255)

Head Start Services 1-866-763-6481

Temporary Assistance for Needy Families (TANF) see www. hhs.gov

Salvation Army
1-800-SAL-ARMY
http://salvationarmy.org

IN LOUISIANA:

Louisiana Disaster Recovery Foundation
1-877-HELP-LA1
1-877-435-7521
http://www.louisianahelp.org

Specific up-do-date Parish Information
http://www.wwl.com/

U.S. Senator Mary L. Landrieu (D-LA) (numerous State-wide contacts)
http://landrieu.senate.gov/hurricanse/index.cfm

Louisiana Association of Nonprofit Organizations
http://lano.org/

Louisiana Department of Insurance
For all insurance issues:
http://www.ldi.state.la.us/

For consumer complaints regarding Hurricane Katrina:
http://www.ldi.state.la.us/HurricaneKatrina.htm and:
http://www.ldi.state.la.us/consumers/index.htm

Family Road of Greater Baton Rouge
1-225-201-8888

Disaster Unemployment Assistance
1-866-783-5567
http://www.LAWORKS.net

Mental Health
Displaced residents of Louisiana in need of mental health medicine, call:
1-225-922-2700

IN TEXAS:

Department of State Health Services
http://www.dshs.state.tx.us/katrina/katrina.shtm

2-1-1 Information and Referral Network
Outside of Texas: 1-888-312-4567 **(Out of Service)**
The 2-1-1 Texas Information and Referral Network, a statewide telecommunications network, is providing around the clock information about evacuation, shelter and general information, including: • Shelter location information, • Information about access to available medical care, such as dialysis, • Requests for food, • Requests for prescription assistance, • Requests for diapers and formula, • Information related to accessing out of state Food Stamp benefits, • Reassurance to evacuees unable to contact loved ones, and • Donation and volunteer information.
Special telecommunications routing is established to enable the twenty-five 2-1-1 centers to function as a single call center, taking calls in a round-robin fashion to ensure that hurricane callers receive priority access to a call specialist.

IN FLORIDA:

http://www.floridadisaster.org

http://www.myflorida.com

Missing Persons

The National Find Family Hotline
1-866-326-9393

The National missing kin registry can be accessed at:
http://www.nokr.org/nok/restricted/home.htm

The Red Cross Missing Persons Hotline…to search for displaced family members…NOTE THE CHANGE to 866-438-4636

For additional postings and information on missing persons, visit:

NEW ORLEANS: http://www.nola.com or 225-925-6626 * 225-925-7708

BATON ROUGE: http://2theadvocate.com/ 225-383-1111 (in LA 800-960-6397)

SOUTH MISSISSIPPI COAST (BILOXI):
http://www.sunherald.com/mld/sunherald

MOBILE, AL: http://www.al.com/weather/katrina

If you wish to locate adults/children transferred in LOUISIANA from NOAH, contact 1-225-634-0217. (SEL patients were transferred back to South East Hospital (Contact 1-985-626-6300)

For information or to confirm or send a message to a dislocated NAMI friend, post a message at: http://www.nami.org/hurricanekatrinamessageboard

Food and Shelters

NOTE: There are many shelters and many cities opening their arms to temporarily house evacuees from the Hurricane states. The following represents some of the most active and is not intended to be an inclusive list.

Local Red Cross Chapters in Affected Areas

LOUISIANA RED CROSS CHAPTERS

American Red Cross
Southwest Louisiana Chapter
3512 Kirkman Street
Lake Charles, LA 70607-1836
Phone 337-478-5122
Fax 337-478-1173
http://www.swla-redcross.org/

Central Louisiana Chapter
Alexandria, LA 318-442-6621
http://www.cenlaredcross.org/

American Red Cross - Northwest Louisiana Chapter
4221 Linwood Avenue

Shreveport, LA 71108
Phone: (318) 865-9545
http://www.louisianaredcross.org/

Northeast Louisiana Chapter
414 Breard Street
Monroe, LA 71201
318-323-5141 phone
800-975-7585 toll-free
318-323-5191 fax
http://www.nelaredcross.org/contact_us/

New Orleans Chapter
Southeast Louisiana Chapter
2640 Canal Street
New Orleans, LA 70119
985-892-4317
http://www.arcno.org

ALABAMA Red Cross Chapters

American Red Cross of Central Alabama
5015 Woods Crossing
Montgomery, AL 36106
(334) 260-3980
(334) 260-4070 (fax)
Serving the communities of: Autauga, Butler, Chilton, Elmore, Lowndes, Montgomery, and Pike Counties.

Chilton County Branch
P.O. Box 566
Clanton, AL 35045
(205) 755-0707

Prattville Service Center
501 Park Street
Prattville, AL 36067
(334) 358-5239

Pike County Branch
404 E. Elm Street, Rear
Troy, AL 36081

Tallassee Branch

P.O. Box 780604 - 301 C. King St.
Tallassee, AL 36078
(334) 283-2889
http://www.montgomeryarc.org/

Alabama Gulf Coast Chapter:
ADMINISTRATION:
P.O. Box 1764,
Mobile, AL 36633
853 Dauphin Street
Mobile, AL 36601
(251) 438-2571

NORTH BALDWIN
SERVICE CENTER:
300 North Hoyle Ave.
Bay Minette, AL 36507
(251) 937-3801

SOUTH BALDWIN
SERVICE CENTER:
209 West Jessamine Ave.
Foley, AL 36536
(251) 943-3844
http://www.siteone.com/redcross/intro.htm

MISSISSIPPI Red Cross

Adams County Chapter of the American Red Cross
211 N. Union Street
Natchez, MS 39120-336
601-442-3656
http://www.adamscountyredcross.org/

In Texas…for refugees located in the Lone Star State

Food Assistance / Food Stamp Benefits

All individuals displaced by Hurricane Katrina that come to Health and Human Services Commission (HHSC) offices are being treated as applicants for expedited food stamp benefits, regardless of previous receipt of benefits in another state and other eligibility factors. HHSC has been working closely with the U. S.

Department of Agriculture to implement these temporary changes. Food Stamp benefits are 100% federally funded.
Specifically:

- Because the situation makes proof of income and assets difficult, client statements are being accepted for income and other eligibility factors.
- Resources are disregarded.
- If the applicant has income but it is not accessible to him/her, the applicant may still qualify for benefits.

For those displaced individuals who have an electronic benefits card from an affected state, benefits can be accessed through Texas retailers such as HEB, Kroger, and Wal-Mart.

Louisiana has applied for a disaster declaration that will allow them to make various changes, including issuing a supplemental payment to compensate for damaged food.

The Texas Department of State Health Services is working to provide Louisiana WIC (Women, Infants, Children Program) clients access to their food and nutrition benefits in Texas.

In Houston, The Texas United Way is assisting evacuees in need of referrals for food stamps (713) 957-HELP or to the Texas Health & Human Services at (800) 500-4266.

Shelters in the Greater Houston Area….

Go to http://www.houstonredcross.org for a complete list of shelters in the Houston area (866) GET-INFO or (713) 313-5480.

Red Cross continues to have 24 shelters open in the Greater Houston area to help disaster victims forced from their homes by Hurricane Katrina. The Red Cross shelters approximately 2,049 evacuees every night and George R Brown (City of Houston) can shelter approx 1,083 (The George R. Brown Convention Center is now full).

SHELTERS LISTED BELOW HAVE AVAILABLITY as of October 3, 2005. Please visit the Houston Red Cross website or call above for the latest availability.

First Baptist of Texas City
1400 Hwy Palmer
Texas City, Texas 77590

Family Faith Church
2407 Sam Houston Ave

Huntsville Texas

First UM Youth Center
402 Eldridge
Sugar Land Texas 77478

1st United Methodist Church
4308 West Davis
Conroe Texas

First Christian Church
Loop 336 West
Conroe, Texas

First Baptist Church
901 Ave A
Katy, Texas

River of Praise Church
13215 Beaudreau Estate
Tomball, Texas 77377

Moody Methodist Church
2803 53 rd Street
Galveston Texas

First Baptist Church of Richmond
502 South 5th
Richmond Texas

St. Bartholomew Church
5356 11th Street
Katy, Texas

Christ/Church Baptist
12501 Champions Forrest
Houston Texas 77066

Old Thurgood Marshall School
11421 Suburban
Houston Texas 77016

Lindale assembly of God Church
500 North Loop 610 East
Houston Texas

St. Francis Cabrini
10727 Hartsook
Houston Texas 77034

1st Baptist Church
1229 Ave J
Huntsville Texas 77340

New Life Church
2104 Underwood
LaPorte Texas

Fairmont Park Baptist Church
10401 Belfast
LaPorte Texas

1st Metropolitan Church
8870 Sam Houston Pkwy
Houston, Texas

SHELTERS LISTED BELOW ARE FULL OR CLOSED

St. Mary's Catholic Church
701 Church Street
Brenham, Texas 77833

Bayshore Baptist
11315 Spencer
LaPorte, Texas

Spring Tabernacle
3034 FM 2920
Houston, Texas

First Baptist of South Houston
315 Georgia
South Houston, Texas 77590

Kingwood UMC
1799 Woodland Hills
Kingwood, Texas

Kingsland Baptist Church
20555 Kingsland Blvd
Katy, Texas

Freeway Manor Baptist
2300 Rodney
Houston, Texas

Food Assistance in Alabama…
Toll free number for Food Assistance questions for Alabama residents:
1-866-465-2285

Some Disaster Assistance Programs have been discontinued. Call for information.

Child Support and Foster Care Programs

For children with emotional disturbances in affected state foster care programs, issues such as child support payments and program assistance is of critical need. Following is information to assist with frequently asked questions regarding ongoing support.

In Mississippi …

Toll free number for questions about child support checks: 1-866-388-2836

For displaced foster children and parents from other states 1-800-259-3428

In Louisiana …

For questions about child support checks: 1-800-256-4650

Email address for questions about child support checks: lacsc@dss.state.la.us

For displaced foster children and parents from other states1-800-821-9157

For any other information concerning services provided by the Alabama Department of Human Resources or social services in other states affected by Hurricane Katrina, please contact the county Department of Human Resources nearest you. For a complete listing of county office phone numbers and addresses, please use the following link:
http://www.dhr.state.al.us/Counties.asp

Housing

Many recommend that the suggested first step is to call the American Red Cross at 1-866-438-4636 or en Espanola 1-800-257-7575. Also available online at http://www.redcross.org

US Department of Housing and Urban Development
Assistance for disaster recovery:
http://hud.gov/

FEMA and HUD are joining to help secure housing for evacuees. 800-621-FEMA.

The Louisiana Housing Finance Agency (LHFA) assistance for displaced citizens: Individuals can call 1-866-310-7971 between 8 am to 9 pm. Latest information on housing availabilities, and other points of contact to assist Louisiana residents.

Residents of Louisiana seeking assistance with their disability housing for people with mental illness, contact Christine Rhorer, LCSW, OMH Housing Coordinator DHH Program Mgr, DHH/Office of Mental Health
225-342-1318, crhorer@dhh.la.gov PLEASE BE CERTAIN TO STIPULATE IF YOUR REQUEST IS FOR HOUSING SUPPORT FOR A PSYCHIATRIC DISABILITY.

Additionally, check the bulletin boards for offers of assistance:

To post requests or to offer housing assistance to a consumer, family member or NAMI friend….http://www.nami.org/hurricanekatrinamessageboard

http://www.katrinahome.com provides a bulletin board for general offers and requests.

SEE CRISIS SERVICES LISTINGS BELOW FOR ADDITIONAL INFORMATION ON HOUSING SUPPORTS.

HOUSING OPTIONS IN HOUSTON FOR DISPLACED RESIDENTS:…To Offer, Receive Housing:

- Make A Home: Houston Association Of Realtors, (713) 393-8732. http://www.HAR.com
- Crawford Cares: Small businesses adopt evacuated families.
- Houston Apartment Association, (281) 933-2224, will offer reduced rent to evacuees at certain properties, depending on availability.
- Harris County Housing Authority, 8410 Lantern Point, (713) 578-2150, has 500 units available for evacuees who received "HUD Section-8 Housing-Choice Vouchers."

- If a person does NOT have a housing voucher, they should go to the housing office at 2575 West Bellfort, Houston, Texas
- HurricaneHousing.org: Refugees can search for free housing and residents can offer free housing.
- City Wide Club of Clubs Adopt-A-Family/Share-Your-Home Project, (713) 752-CLUB (2582)
- Operation Share Your Home
- Harris County Housing Resource Center

WHAT IS THE FEDERAL GOVERNMENT DOING TO SUPPORT HOUSING IN THIS CRISIS?

** The US Housing and Urban Development (HUD) has established a toll-free number for the public and its employees to get information on HUD operations. Call 1-866-641-8102.

** On Wednesday, September 7, HUD Established a Single Toll-Free Number (1-888-297-8685) To Help Disaster Victims With All Housing Concerns Assistance available from 7 a.m. to 8 p.m., CST, seven days a week.

** The office of Housing issued, on August 31, 2005, a mortgagee letter reminding lenders of the 203(h) disaster program and encouraging servicers to delay foreclosure in counties declared federal disaster areas and to consider hurricane damage in the context of any requests for loss mitigation assistance.

** HUD will identify vacant multi-family housing, public housing units, and HUD-owned homes in 500-mile radius of the affected areas that can be used as housing. If you are a current recipient of HUD housing assistance, contact HUD (above) for support and referral.

** Disaster voucher assistance is available for any family rendered homeless.

** Vouchers for replacement units for displaced public housing families or displaced residents living in other HUD multifamily projects are also available.

** LOUISIANA, note that all HUD operations performed out of the New Orleans, LA Field Office have been devolved to the Ft. Worth Regional Office.

**** The federal government is planning temporary housing for as many as 300,000 families in the Gulf Coast region—the bulk of which will be travel trailers and mobile homes in Louisiana. Families should register**

for temporary housing by contacting the agency at 800-621-FEMA (3362).

**** IHP, which may include cash grants of up to $26,200 per individual or household, provides services to people in the disaster area when losses are not covered by insurance, and property has been damaged or destroyed. Register for assistance by calling the agency at 800-621-FEMA (3362).**

Medications/Medical Needs

NOTE: Many people living with serious mental illness are reliant on Medicaid for their services, supports, and treatment. For others, access to treatment is a critical component of their health, a condition that may likely be compromised with the tragedy of Hurricane Katrina.

U.S. Department of Health & Human Services, Centers for Medicaire & Medicaid Services
What consumers and families need to know…..

** Health care providers that furnish medical services in good faith, but who cannot comply with normal program requirements because of Hurricane Katrina, will be paid for services provided and will be exempt from sanctions for noncompliance, unless it is discovered that fraud or abuse occurred.

** Crisis services provided to Medicare and Medicaid patients who have been transferred to facilities not certified to participate in the programs will be paid.

** Medicare contractors may pay the costs of ambulance transfers of patients being evacuated from one health care facility to another.

** Normal prior authorization and out-of-network requirements will also be waived for enrollees of Medicare, Medicaid, or SCHIP managed care programs.

** Normal licensing requirements for doctors, nurses, and other health care professionals who cross state lines to provide emergency care in stricken areas will be waived as long as the provider is licensed in their home state.

** Certain HIPPA privacy requirements will be waived so that health care providers can talk to family members about a patient's condition even if that patient is unable to grant that permission to the provider.

** Hospitals and other facilities can be flexible in billing for beds that have been dedicated to other uses, for example, if a psychiatric unit bed is used for an acute care patient or vice versa.

** Hospital emergency rooms will not be held liable under the Emergency Medical Treatment and Labor Act (EMTALA) for transferring patients to other facilities for assessment, if the original facility is in the area where a public health emergency has been declared.

** Information and frequently asked questions are updated daily at http://www.cms.hhs.gov.

PRIVATE INSUREREDS

** Contact your insurance company or benefits manager as soon as possible and determine alternative arrangements for your care and service.

** Contact the NAMI state organization in your relocated state for local resources and referrals to provider services that meet the needs of people living with serious mental illness.

MEDICAID

** If you are a Medicaid recipient who has evacuated to another state, your Medicaid benefits will still apply as long as you are treated by an out-of-state provider who is willing to accept your state's Medicaid as payment. For information on securing a transfer of this benefit, call 1-888-342-6207 and for pharmacy benefits related to Medicaid, call 1-800-437-9101.

** If you routinely had your prescriptions filled by a national pharmacy chain (Walgreen's, CVS, etc.) your information is in their system. You can go to any store and they will have your history and be able to assist with refills. Take your former prescription bottle to the pharmacy with you for assistance with a refill.

** In the likely event that you do not have access to your regular doctor or clinic and you do not have any refills available, or you do not have access at all to your former medication, find a provider in your relocated area and schedule an appointment. If you have them, take your former prescription(s) with you to a new provider so he/she can have access to at least some of your treatment

information. Having a family member or friend present, if possible, will also help to relay previous history to ensure best results.

** For medical pharmacy program benefits, please go to a pharmacy that accepts Medicaid benefits with your Medicaid card and/or call Medicaid at 1-888-342-6207 for temporary enrollment.

** NOTE that Medicaid rules are being laxed for displaced Medicaid recipients and that different states are responding with various strategies. Read below for more detailed information about your current location's policies.

LOUISIANA RESIDENTS, DID YOU KNOW?

** People in the affected areas who previously didn't qualify for Medicaid due to income, may now qualify. Guidelines are the same as the traditional guidelines for Medicaid in Louisiana, but because many people are without jobs or homes, their living situations have changed and they now may be eligible for Medicaid. This Hurricane Katrina Medicaid coverage will be temporary. To learn more, go to:
http://www.dhh.louisiana.gov/offices/page.asp?id=92&detail=5156&Print=1
For an application for this temporary Louisiana Medicaid, go to:
http://www.dhh.louisiana.gov/offices/?ID=180

** If you are a displaced resident of Louisiana, have your former prescription bottle, and are in need of mental health medications, please contact 1-225-925-1906 and/or read below for additional information.

** If your medical provider is unsure of how to get your prescriptions filled in other areas, ask them to call 1-800-437-9101 (in Louisiana) or out of state at 1-225-342-1590.

** If your medical provider has questions relating to your benefits or other issues relating to your Medicaid benefits, they can call 1-800-473-2783 (in or out of state).

** People specifically looking for help with patients in nursing homes, hospitals who need to evacuate, or other care units, call the Louisiana Hospital Association at 1-225-928-0026, or the Family Assistance Center at 1-866-326-9393.
http://www.dhh.louisiana.gov/offices/page.asp?id=92&detail=5156
Email: medweb@dhh.la.gov

MISSISSIPPI RESIDENTS, DID YOU KNOW?

** The Mental Health Association of the Capital has a medication fund that will provide financial assistance for the purpose of purchasing mental health medications. Call 1-601-956-2800.

** The University Medical Center in Jackson also has a medication fund that will provide medications to people displaced by the crisis.
http://www.medicaid.state.ms.us

The Department of Medicine Pharmacy Bureau can help with lost medications, but does not have a medication fund. DOM must be contacted by a pharmacy, not an individual. Contact 1-601-359-5253.

ALABAMA RESIDENTS, DID YOU KNOW?

Medicaid and SCHIP Cross State Coordination For Hurricane Katrina Evacuees

States affected by Hurricane Katrina are working with CMS to develop procedures for handling Medicaid and SCHIP enrollment and benefit issues.

For updated Alabama information and links to resources of other states go to www.medicaid.state.al.us, click on HURRICANE-RELATED INFORMATION.

Current Medicaid and SCHIP Enrollees

Enrollees should remain in the program they are currently enrolled.
Ex: A Louisiana (LA) Medicaid enrollee in Alabama (AL) will remain enrolled in LA Medicaid.

For Medicaid, *providers* will need to enroll in the network of the state from which the recipient is enrolled, i.e. Alabama providers need to enroll in the LA and Mississippi (MS) Medicaid network to be reimbursed for treating these enrollees.

LA SCHIP (LACHIP) is a Medicaid expansion, enrollee and provider issues are the same as for Medicaid. LA Medicaid eligibility can be checked through the Alabama Medicaid web site: http://www.medicaid.state.al.us/ Provider network application for both the Alabama and LA networks are also available at that site.

MS SCHIP is a stand alone program utilizing the Blue Cross Blue Shield (BCBS) of MS network. Out of state providers should call BCBS of MS @ (877) 870-3110 for approval of services. ALL Kids has asked BCBS of AL to help facilitate getting these children services as needed.

For ALL Kids enrollees who have evacuated to other states, BCBS of AL will pay out of state claims for ALL Kids enrollees with a county of residence of Baldwin, Choctaw, Mobile, Sumter, Clarke and Washington. This measure has been put in place until September 30, 2005 and will be extended if needed.

Uninsured Evacuees who may be eligible for Medicaid or SCHIP: Residents from other states who are in AL temporarily, who may now be eligible for Medicaid or SCHIP, need to be enrolled in the program of their state of residence. There is an expedited process and form being developed for this purpose.

If the family will be staying in AL permanently, then they may apply for AL Medicaid or ALL Kids using the joint application.

REGARDING MEDS IN ALABAMA….The Board of Pharmacy will be closely monitoring Hurricane Katrina and its effect on pharmacy services throughout the state. Many people will be without pharmacy services in the worst hit areas. The Board will ask that in the event that an individual is unable to obtain their medication from their usual pharmacy during this emergency situation, that you apply the Emergency Prescription Refill criteria.
680-X-2-.26 Emergency Prescription Refill
1. If a pharmacist received a request for a personal prescription refill, the original of which is maintained in the pharmacy files, and the pharmacist is unable to readily obtain refill authorization from the prescriber, the pharmacist may dispense a one-time emergency refill of up to a 72 hour supply of the prescribed medication, provided that:
a. The prescription is not a medicinal agent listed in Schedule II appearing in Title 20 Chapter 2.
b. The prescription is not a medicinal agent listed in Schedule III appearing in Title 20 Chapter 2.
c. The medication is essential to the maintenance of life or the continuation of therapy in a chronic condition.
You can obtain more information by visiting: http://www.albop.com/ (The Alabama Board of Pharmacy)

DISPLACED LOUISIANA RESIDENTS IN TEXAS, DID YOU KNOW?

**Louisiana officials are enrolling Texas pharmacies as Louisiana providers, allowing Louisiana Medicaid recipients to access medications. To enroll, pharmacies will need to fax in enrollment forms posted at http://www.hhsc.state.tx.us/HCF/vdp/vdpstart.html, (select <Louisiana Medicaid Prescription Drug Information> for forms and instructions). Pharmacies needing to verify eligibility can do so by calling 1-800-473-2783. Texas is broadcasting this information both through HHSC and the Texas Pharmacy Association. In addition, health care providers can verify the Medicaid and CHIP enrollment information for individuals from Louisiana and obtain procedures to process claims by calling 1-800-473-2783.

** IN DALLAS: People seeking social services can call 211, the free hotline for referrals operated by the Community Council of Greater Dallas.

DISPLACED LOUISIANA AND MISISSIPPI RESIDENTS IN ALABAMA, DID YOU KNOW?

The Alabama Medicaid Agency is coordinating efforts to provide essential services for Medicaid recipients who have migrated to Alabama from Louisiana and Mississippi.

Alabama Medicaid providers should feel confident regarding reimbursement of services to displaced Medicaid recipients from Louisiana and Mississippi. Please note that providers will be paid based on out-of-state coverage policies established by the Medicaid programs in those state.
For additional information, contact:
• Nursing Home Services - (334) 242-5684
• Pharmacy Services - (334) 242-5050; or 1-800-688-7989 (only accessible in-state)
• Medical Services - (334) 353-5533

State-Specific Information:
Louisiana Residents in AL – If a Louisiana Medicaid recipient goes to a mental health facility in Alabama please as the provider to complete a provider form and fax it to (225) 216-6335. Links to provider forms are available on MASA's website at www.masalink.org. Questions regarding Louisiana Medicaid may be directed to (225) 216-6370.

Mississippi Residents in AL- If a Mississippi Medicaid recipient goes to a mental health facility in Alabama, please ask the provider to use the application available by utilizing the Mississippi Medicaid Web Portal for enrollment at this time.
• Provider Enrollment - Mississippi Medicaid http://msmedicaid.acs-inc.com.
• Mississippi Medicaid Home Page http://msmedicaid.acs-inc.com/index.jsp
There is also a toll free number: (800) 884-3222 or (601)-206-3000 for more information regarding enrollment services. General pharmacy questions for Mississippi Medicaid can be directed to (866) 759-4108.

UNINSURED AND UNINSURABLE NEEDING MEDS, DID YOU KNOW?

In addition to pharmacy assistance programs through relief efforts, an additional option for medications, perhaps more long-term, is available through Together Rx Access.

Q. Who is eligible?
A. To be eligible for the Card, you must:
o Not be eligible for Medicare
o Have no public or private prescription drug coverage
o Have household income equal to or less than $30,000 for a single person and $60,000 for a family of four (income eligibility adjusted for family size)**
o Be a legal resident of the US or Puerto Rico

Q. How do I know if I'm eligible?
A. To find out if you're eligible for the Together Rx Access™ Card, please call 1-800-444-4106 or visit http://www.TogetherRxAccess.com Together Rx Access also can help direct you to various resources for help on obtaining coverage or products.

Q. Which companies participate in Together Rx Access™?
A. Companies that participate with Together Rx Access™ include: Abbott, AstraZeneca, Bristol-Myers Squibb, GlaxoSmithKline, members of Johnson & Johnson Family of Companies ***, Novartis, Pfizer, sanofi-aventis Group****, Takeda and TAP Pharmaceutical Products Inc.

THOSE CURRENTLY RECEIVING MEDICATIONS PATIENT PRESCEIPTION DRUG ASSISTANCE PROGRAMS

Abbott Laboratories
800-222-6885

Alamo Pharmaceuticals
877-329-2256

AstraZeneca Pharmaceuticals
800-424-3727

Boehringer Ingelheim Pharmaceuticals, Inc.
800-556-8317

Bristol-Myers Squibb Company
800-332-2056

Eli Lilly and Company
800-545-6962

Forest Pharmaceuticals, Inc.
800-851-0758

GlaxoSmithKline
866-728-4368

IVAX Pharmaceuticals, Incl
800-327-4114, x4344

Janssen Pharmaceutica, Inc.
800-652-6227

Novartis Pharmaceuticals
800-277-2254

Ortho-McNeil Pharmaceutical, Inc.
800-577-3788

Pfizer Inc.
800-707-8990

Roche Pharmaceuticals
800-285-4484

Wyeth Laboratories
800-568-9938

CRISIS SERVICES

CRISIS HOTLINE AVAILABLE from the Department of Health and Human Services

800-273-TALK (8255). Callers will be connected to a network of local crisis centers across the country. This is a suicide line, but also provides support for victims of Hurricane Katrina

Louisiana
211 or
877-923-2114

Alabama
for referrals:
800-691-8426 or
800-367-0955

Mississippi
866-322-9832 or
601-713-4357 or
877-210-8513 for referral to services

HOSPITAL INFORMATION

DISPLACED LOUISIANA AND MISSISSIPPI CITIZENS IN TEXAS, DID YOU KNOW?

Regarding nursing home relocations….The Texas Department of Aging and Disability Services is coordinating the use of available nursing facility beds on an as needed basis. Several residents of Louisiana facilities have already relocated to nursing facilities in Texas. The Area Agencies on Aging are providing information on shelter and other assistance. For a directory of Area Agencies on Aging, go to http://www.dads.state.tx.us/contact/aaa_directory.html.

Regarding children in residential treatment facilities and foster care……The Department of Family and Protective Services is expediting the issuance of a license for a residential treatment facility in Corpus Christi to serve children in a New Orleans facility with serious behavioral problems. Forty-nine children from this facility are currently housed in a school gymnasium in Baton Rouge. In addition, families and facilities in Louisiana serving foster children have contacted

DFPS requesting assistance. To meet this need, DFPS is identifying available spaces in Day or Residential Care facilities, and they are encouraging and assisting providers to serve displaced children. DFPS will actively monitor placements in foster homes or facilities to ensure the safety of these children.

Visit NAMI's online Hurricane Katrina Resource Guide for a list of hospitals located in Louisiana, Mississippi, and Alabama
http://www.nami.org/hurricanekatrina

IN LOUISIANA, FREQUENTLY USED HOSPITAL NUMBERS:
DHH EOC - 225-925-7368
LSU Hospital info - 225-925-7355
Nursing Home info - 225 925-1947
Louisiana Hospital Assoc - 225-925-7363
Social Services - 225-925-7373

NAMI FAMILY AND CONSUMER SUPPORT

With thousands of displaced Gulf Coast residents relocated to Texas, NAMI Texas and their affiliates are stepping up to ensure that the needs of NAMI families are met. NAMI Texas and local affiliates in Texas have been asked by the Department of State Health Services to step up and to be part of the planned response that Texas is just beginning to implement.

On the front-line in every community coordinating the response will be the local community mental health centers in Texas. NAMI recognizes that it is our dedicated grassroots leaders that provide the unique support and connection that make NAMI the organization it is.

Additionally, NAMI organizations and affiliates in other states are available to assist with providing information and support to those in need.

For a list of NAMI affiliates and state office telephone contacts in your area, visit the NAMI website at http://www.nami.org/local and go to SUPPORT. Or you can call the **NAMI National HelpLine**, available from 10-6pm ET M-F at **800-950-6264**.