



NAMI Hurricane Relief Resource Guide

*A resource guide of supports, information, and referrals
targeted for people living with mental illness and their families
in the wake of the Hurricanes Gustav and Ike*

1st edition
September 17, 2008

*NAMI, The National Alliance on Mental Illness * 2107 Wilson Blvd., Suite 300 *
Arlington, VA * 22201 * 1-800-950-NAMI*

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, individuals, family members, and citizens affected by the recent hurricanes. Many resources are available to assist with connecting need with resource. However, NAMI recognizes that the needs of families, individuals, 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 that 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.

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>

To aid victims of Hurricanes Gustav and Ike who live with serious mental illnesses, NAMI has established the NAMI Hurricane Relief Fund. To make donations to this fund, visit www.nami.org/HurricaneRelief.

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 Relief Fund

Donate today and support direct resources for people living with mental illness and their families affected by Hurricanes Gustav and Ike.

<http://www.nami.org/HurricaneRelief>

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 (for missing relatives and online assistance for claims)

SAMHSA (Substance Abuse Mental Health Services Administration)

Online Resources at: http://www.samhsa.gov/Matrix/professional_disaster.aspx

Resources for professionals and the public

**** For People with Mental Illness, resources for medication access and reentry into treatment are available at 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. 800-232-4636.

Red Cross

1-800-Help-Now for donor assistance

1-866-438-4636 for victim assistance and response assistance

Volunteer online at: <http://www.redcross.org/where/chapts.asp>

Louisiana:

Specific up-to-date Parish Information:

<http://www.wvl.com/>

Louisiana Parish Information

St. Tammany

Emergency Management: 985-898-2359 Sheriff Department: 985-898-2338

Orleans

Emergency Management: 504-658-8700 Sheriff Department: 504-827-8505

**You can also call 311 for evacuation assistance.*

St. Bernard

Emergency Management: 504-278-4267 Sheriff Department: 504-271-2501

Plaquemines

Emergency Management: 504-297-5671 Sheriff Department: 504-564-2525

Jefferson

Emergency Management: 504-349-5360 Sheriff Department: 504-349-5322

St. Charles

Emergency Management: 985-783-5050 Sheriff Department: 985-783-6807

LaFourche

Emergency Management: 985-537-7603 Sheriff Department: 985-532-2808

Terrebone

Emergency Management: 985-873-6357 Sheriff Department: 985-876-2500

Assumption

Emergency Management: 985-369-7386 Sheriff Department: 985-369-2912

St. Martin

Emergency Management: 337-394-3071 Sheriff Department: 337-394-3071

St. Mary

Emergency Management: 985-385-2600 Sheriff Department: 337-828-1960

Iberia

Emergency Management: 337-369-4427	Sheriff Department: 337-369-3711
Calcasieu	
Emergency Management: 337-721-3800	Sheriff Department: 337-491-3600
Jefferson Davis	
Emergency Management: 337-821-2100	Sheriff Department: 337-821-2100
Lafayette	
Emergency Management: 337-291-5075	Sheriff Department: 337-232-9211
Acadia	
Emergency Management: 337-783-4357	Sheriff Department: 337-788-8700
Vermillion	
Emergency Management: 337-898-4308	Sheriff Department: 337-893-0871
Cameron	
Emergency Management: 337-775-7048	Sheriff Department: 337-775-5111

Texas:

Department of State Health Services

<http://www.dshs.state.tx.us/katrina/katrina.shtm>

2-1-1 Texas Information and Referral Network

Outside of Texas: 1-888-312-4567

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 25 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.

MISSING PERSONS

NAMI's Missing Persons Network, a virtual resource, offers information, guidance, and links to other resources. <http://www.nami.org/Missing>

Call the **Red Cross Missing Persons Hotline** to search for displaced family members: 866-438-4636

Louisiana

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)

Operation Reconnect (1-800-957-1601): A hotline for locating individuals who evacuated in response to Hurricane Ike. Friends and family members who call the hotline will be asked to provide the name of their loved one, and operators will search the DSS database of evacuees as well as the Red Cross Safe and Well list. It is important to note that the Red Cross list only includes residents who allow their names to be released.

Texas

The Texas Department of State Health Services (DSHS) has established a toll-free number that people can call to locate those with special medical needs who were evacuated because of Hurricane Ike.

People may call (888) 777-5320 beginning at noon, Saturday (Sept. 13). Phones will be answered from 7 a.m. to 7 p.m. daily, and callers may leave a message at other times. Callers need to provide information such as the name, address, date of birth, gender, last know location and specific medical special need of the evacuee.

Callers will be notified once the evacuee is located but will not be given the specific location or health information of the evacuee. The evacuee will be given the contact information of the caller.

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.

Louisiana:

Local Red Cross Chapters in Affected Areas

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>

Texas:

Food/Water/Ice Distribution Points:

Locations of Points of Distribution (Pods) as of Tuesday 9.16.08

<p>Harris County: The Harris County centers will all have food. Some of them will also have water and ice. They open at 10 a.m. Monday. More centers will be announced later in the day.</p>	
<p>Community of Faith, 1023 Pinemont Drive</p>	<p>Jim Foteno Courthouse Annex, 14350 Wallisville, Channelview</p>
<p>Ripley House, 4410 Navigation</p>	<p>Second Baptist, 6400 Woodway</p>
<p>TSU, 3600 Rosewood at Scott</p>	<p>Greater Jerusalem, 8901 Jensen</p>
<p>Fountain of Praise, 13950 Hillcroft</p>	<p>Windsor Village UMC 6000 Heatherbrook</p>
<p>Zion Lutheran, 3606 Beauchamp</p>	<p>Bay Area Community, 5002 Nasa Rd 1</p>
<p>San Jacinto Center, 604 Highlands Wood</p>	
<p>Brazoria County The Brazoria County distribution centers will open at 8 a.m. Monday. They will have water and ice.</p>	
<p>Angleton Recreation Center 1601 N Valderas, St Angleton, TX 77515</p>	<p>Freeport Police Dept., 430 N Brazosport Blvd., Freeport, TX 77541</p>
<p>Brazoria West Brazos Junior High, 111 Roustabout Dr., Brazoria, TX 77422</p>	
<p>Montgomery County:</p>	
<p>Fellowship of The Woodlands, 1 Fellowship Drive (ice and MREs)</p>	<p>Montgomery Jr High, Stewart Creek Dr off HWY 105 across from KOA campground</p>

<p>Galveston Island</p> <p>The following locations will have water, ice, and possibly food. Officials say to head to the parking lots when crews arrive, most likely after 10 a.m. Monday.</p>	
Wal-Mart 64th and Seawall Blvd.	Academy 47th at Seawall Blvd.
<p>Galveston County</p>	
Dickinson McAdams Junior High, Hill Street. Opens at 12 p.m. Monday (ice, water, and MREs)	La Porte New Life Fellowship Church, 2104 Underwood
Texas City HEB	Hitchcock Hitchcock High School, 6625 FM 2004.
Kemah/Bacliff Target	Friendswood Centennial Park, 220 S. Friendswood.
Galveston Ball High School, 4115 Avenue Q	Kemah Target, 255 Marina Bay, Centennial Park, 2220 S. Friendswood.
League City Bay Colony Elementary (hot meals)	Hall Elementary (hot meals)
Ross Elementary (hot meals)	League Park, 500 E. Main (hot meals)
CVS, 270 and League City Parkway (hot meals)	Kroger, 2640 League City Parkway (hot meals)
Glenn Cove Neighborhood FM, 2094 and Glenn Cove Blvd. (hot meals)	Clear Creek High School, La Marque
La Marque High School Santa Fe	
<p>Liberty County</p> <p>The Liberty County Sheriff's Office told 11 News three supply trucks came to the county Sunday, but they ran out of supplies. It was unclear when more would arrive.</p>	
<p>Tomball</p>	
South-West corner of SH 249 and FM 2920. (The "Old Kroger Center")	
<p>Chambers County</p>	
Midtown Anahuac High School, 305 Kansas	Winnie Area E. Chambers Elementary, East Fear Road
West Side Barbara Sill Middle School 9800 Eagle Drive	Baytown PCT 4 Courthouse Annex, 7711 Highway 146

Fort Bend County	
Rosenberg Lowes parking lot, Highway 36 and Highway 59 opens 10 a.m. Tuesday (water and ice)	Missouri City City Hall, 1522 Texas Parkway opens at 8:30 a.m. Tuesday (limited supply of ice)
Sugar Land Mercer Stadium, 16403 Lexington Blvd. (two trucks of ice) opens at 8:00 a.m. Tuesday	

The Department of Homeland Security's Federal Emergency Management Agency (FEMA), at the request of the State of Texas, will activate its transitional sheltering initiative to allow eligible Ike evacuees from Texas who cannot return to their homes to stay in hotels or motels until it is safe for them go home.

FEMA will pay for the lodging directly to hotels and motels. A listing of participating hotels is available online at www.FEMAEvacHotels.com.

Questions call: FEMA toll-free call centers at 1-800-621-FEMA (3362),

Houston Area Shelters:

Greater Houston area red cross opens shelters for residents whose homes were damaged by Hurricane Ike

The following shelters are now open:

Winnie Stowell Community Center 202 S. Park Winnie, TX 77665	Christbridge Fellowship Church 29510 TX 249 Business Tomball, Texas 77375
American Legion Hall 1704 S. Main Anahuac, Texas 77514	Peace Lutheran Church 6435 Fairmont Parkway Pasadena, Texas 77505
First United Methodist Church 431 Eldridge Sugarland, Texas 77478	First Assembly Church 601 S. Market St. Brazoria, Texas 77422
Lindale Assembly of God 504 Caplin Houston, Texas 77022	Richey Street Baptist Church 1010 S. Richey Pasadena, Texas 77506

<p>Family Faith Church 2407 Sam Houston Ave. Huntsville, Texas 77320</p>	<p>Johnson Coliseum Sam Houston State University 1964 Bobby K. Marks Huntsville, Texas 77320</p>
<p>Huntsville High School 650 FM 2821 E. Huntsville, Texas 77320</p>	<p>Wooster Baptist Church 7007 Bayway Drive Baytown, Texas 77520-1598</p>
<p>First Baptist of Dayton 202 East Houston Dayton, Texas 77535</p>	

For current Shelter List information, go to www.houstonredcross.org and 1-800 RED CROSS (1-800-733-2767). People coming to Red Cross shelters should bring: Pillows and bedding; diapers and formula for your children; prescription medicines; toiletries; food to meet any special dietary needs they may have. These current shelters can not accommodate pets. Houston area residents can call **211** for additional community resources.

Austin Shelters

Please contact the Austin Hurricane Hotline at 512-974-1110 to get the latest information about evacuations and evacuation center openings.

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Zion Lutheran 3606 Beauchamp	Bay Area Community 5002 Nasa Rd 1
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<p>Montgomery County:</p>	
Fellowship of The Woodlands 1 Fellowship Drive (ice and MREs)	Montgomery Jr High Stewart Creek Dr off HWY 105 across from KOA campground
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Texas Food Stamp Assistance by the Health and Human Services Commission:

http://www.hhsc.state.tx.us/GettingHelp_Assistance.html

Medications: "HHS declared Public Health Emergencies in Texas and Louisiana to ensure that individuals, including those enrolled in Medicare, Medicaid, and the State Children's Health Insurance Program (SCHIP) continue to receive their health care items and services. The action gives HHS' Centers for Medicare & Medicaid Services' greater flexibility in meeting emergency health needs for its Medicare, Medicaid, and SCHIP beneficiaries.":

http://www.dhs.gov/xprepresp/editorial_0846.shtm (Site also has general info on what the Dept. of Homeland Security is doing for Ike victims.)

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 are of critical need. Following is information to assist with frequently asked questions regarding ongoing support.

Louisiana:

For questions about child support checks: 1-800-256-4650 or www.dss.state.la.us

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

For displaced foster children and parents: 1-800-259-3428

For:

Child Care Assistance Program {CCAP}:

Family Independence Temporary Assistance Program {FITAP}:

Food Stamp Program:

Kinship Care Subsidy Program {KCSP}:

Call 1-888-LAHELPU (1-888-524-3578, ext 3)

Texas:

For information regarding children in foster care and residential treatment facilities, contact the Texas Dept. of Family and Protective Services at www.dfps.state.tx.us/ or by calling 512-438-4800.

Childcare and Education Services (Birth – Age 12)

<https://www.211texas.org/211/search/childservices/index.jsp?resetSearch=true>

Temporary Assistance for Needy Families (TANF) and Children's Health Insurance

http://www.hhsc.state.tx.us/Help/Financial/Temporary_Assistance.html

Hurricane Response Line: 2-1-1 Texas: For locating state benefits and health and human services in one's community: toll-free phone number: 1-877-923-2114

HOUSING

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

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

Louisiana:

Residents of Louisiana seeking assistance with their disability housing for people with mental illness should contact OMH Housing Coordinator, DHH Program Mgr, DHH/Office of Mental Health, 225-342-1318.

Please be certain to stipulate if your request is for housing support for a psychiatric disability.

FEMA Registration for People with Special Needs and Disabilities

Below are phone numbers for Case Managers who will help people with special needs and disabilities to register for FEMA assistance. Either an agency can call and register an individual or the individual can call themselves: (225) 267-2758; (225) 376-5320; (225) 376-5319; (225) 376-5318. Case managers can also be reached via e-mail at: casemanagement@acf.hhs.gov.

Medical Special Needs Shelters

Medical Special Needs Shelters are designed for individuals who are homebound, chronically ill, or who have disabilities and are in need of medical or nursing care, have no other place to receive care, and cannot evacuate on their own. The intent of the Medical Special Needs Shelter is to provide, to the extent practical, an environment in which the current level of health of evacuees with special needs can be sustained. Electrical power for support equipment, like oxygen converters, will be provided by generators if local power fails.

The triage phone lines are for individuals to call BEFORE attempting to access these shelters, to ensure that individuals are placed appropriately based upon their needs.

Health officials note that if individuals have health problems that require medical expertise and must evacuate, it is best for them to go with family members or caretakers north to areas that are out of harm's way.

Shelters in Baton Rouge, Alexandria, Monroe, Shreveport and Hammond are on standby for this storm.

Those calling triage lines will be screened by nurses to determine the level of care needed. If they need the services provided by the shelter, they will be sheltered. If their condition is too critical, they will be referred to a hospital for sheltering or admission. If their condition is not severe enough for Medical Special Needs Sheltering, they will be referred to a general shelter.

The telephone numbers to call are:

- New Orleans 1-866-280-2068
- Baton Rouge 1-800-349-1372
- Houma-Thibodaux 1-800-228-9409
- Lafayette 1-800-901-3210
- Lake Charles 1-866-280-2711
- Alexandria 1-800-841-5778
- Shreveport 1-800-841-5776
- Monroe 1-866-280-7287
- Mandeville 1-866-280-7724

Texas:

FEMA ASSISTANCE: 800-621-FEMA.

Texas counties eligible for individual FEMA services as of September 13, 2008 include:

Angelina, Austin, Brazoria, Chambers, Cherokee, Fort Bend, Galveston, Grimes, Hardin, Harris, Houston, Jasper, Jefferson, Liberty, Madison, Matagorda, Montgomery, Nacogdoches, Newton, Orange, Polk, Sabine, San Augustine, San Jacinto, Trinity, Tyler, Walker, Waller, and Washington Counties.

FEMA, at the request of the State of Texas, has activated its transitional sheltering initiative to allow eligible Ike evacuees from Texas, who cannot return to their homes, to stay in hotels or motels until it is safe for them go home.

FEMA will pay for the lodging directly to hotels and motels. A listing of participating hotels is available online at www.FEMAEvacHotels.com.

This assistance is intended to provide a more appropriate extended sheltering environment to evacuees who cannot return home because their neighborhoods are inaccessible or because their homes are unlivable due to damage or lack of power. The initial period of assistance is from September 14, 2008 to October 14, 2008. This program will not reimburse applicants for previously incurred hotel expenses. Applicants are responsible for their own meals and for any lodging costs above the authorized allowance

As any hotels in eastern Texas are already booked, therefore it is recommend that everyone already in a hotel remain until local officials advise it is safe to go home according to the Federal Coordinating Officer for FEMA's Texas Joint Field Office. If evacuees' hotel does not participate in this program, they should hold onto receipts and FEMA will assist them

To ensure reimbursement evacuees first need to apply for federal assistance through FEMA either online at www.fema.gov or by calling the FEMA toll-free call centers at 1-800-621-FEMA (3362), -----TTY 1-800-462-7585.

Eligible evacuees must fit the following criteria:

1. FEMA must be able to verify the identity of the evacuee;
2. The primary residence of the evacuee must be in one of the counties that has been designated a disaster area; and
3. The primary residence is inaccessible or unlivable due to damage or lack of power.

Because of the high number of calls FEMA is receiving, applicants should expect long wait times and consider calling during non-peak hours. The hotline is open 24 hours a day, 7 days a week.

For current Shelter List information for the Houston area, go to www.houstonredcross.org and 1-800 RED CROSS (1-800-733-2767).

People coming to Red Cross shelters should bring: Pillows and bedding; diapers and formula for your children; prescription medicines; toiletries; food to meet any special dietary needs. These current shelters **cannot accommodate pets.**

The Public Information Number for the Office of Emergency Management in Harris County's Joint Information Center is: 713-881-3100

Residents of Areas Struck by Hurricane Ike:

Dial 2-1-1 for Information on Assistance 24 hours a day

- Dial 2-1-1 Texas
 - If you have questions about assistance

- If you need information on debris removal
- If you want referral to the best place in your local community to find the services you need.

All calls are answered by live operators, not recordings. If 2-1-1 does not work in your area or from your telephone for any reason, the alternate number for Hurricane Ike assistance is: 1-888-312-4567.

Medications/Medical Needs

NOTE: Many people living with serious mental illness rely 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 by Hurricanes Gustav and Ike.

HHS Provides Prescription Drug and Durable Medical Equipment Assistance for Uninsured

Louisiana victims of Hurricane Gustav:

HHS Secretary Mike Leavitt announced \$1 million in individual assistance for **Louisiana victims of Hurricane Gustav**, through a new Emergency Prescription Assistance Program (EPAP) administered by the Centers for Medicare and Medicaid Services (CMS). The program is an efficient way for pharmacies to process claims for prescription medications and certain durable medical equipment items for individuals who are without any form of health insurance and are from the Louisiana disaster area declared by the President. Claims for individuals with private insurance, such as employer-sponsored coverage or an individual health insurance policy, are not eligible for payment under the EPAP. Nor are claims for individuals with public insurance, such as Medicare or Medicaid.

EPAP covers a one-time, 30-day supply of medications and certain durable medical equipment, such as canes, walkers, wheelchairs and diabetic supplies. With a written prescription, eligible individuals may receive assistance for essential pharmaceutical and durable medical equipment lost as a direct result of **Gustav**. The supply can be used to treat an acute condition and to replace maintenance prescription drugs or medical equipment.

For eligible individuals, the program also would cover, at no cost to the patient, replacements for needed drugs or equipment lost or damaged while in transit, such as from an emergency site to a designated shelter facility. To help determine eligibility, pharmacies must check at the point of sale for other forms

of health insurance coverage. Only claims with a date of service between Sept. 2 and Sept. 11 are eligible under the EPAP-Gustav Activation at this time.

Eligible individuals must have a new prescription from a licensed health care practitioner, a current prescription bottle, a prescription phoned in by a licensed health care practitioner, or proof of an existing prescription in order to receive a prescription fill and/or certain durable medical equipment. Pharmacies must dispense the generic form of medication unless otherwise indicated as brand medically necessary by the licensed health care practitioner.

***U.S. Department of Health & Human Services,
Centers for Medicare & 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 Hurricanes Ike and Gustav, 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 INSURERS

** 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 and for pharmacy benefits related to Medicaid, call Texas 2-1-1 or (877) 541-7905.

** If you routinely had your prescriptions filled by a national pharmacy chain (Walgreens, 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 the numbers listed above for information regarding temporary enrollment.

LOUISIANA RESIDENTS, DID YOU KNOW?

** If you are a displaced resident of Louisiana, have your former prescription bottle, and are in need of mental health medications, please contact 1-225-922-2700 and/or read below for additional information.

** If you are a Medicaid recipient and 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 1-225-342-9768.

** People specifically looking for help with patients in nursing homes, hospitals who need to evacuate, or other care units, call 1-225-763-5749.
<http://www.dhh.louisiana.gov/offices/page.asp?id=92&detail=5156>
email: medweb@dhh.la.gov

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 Prescription 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
866-443-6366 (Geodon)

Roche Pharmaceuticals
800-285-4484

Wyeth Laboratories
800-568-9938

CRISIS SERVICES

National 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.

Louisiana

211 or 877-923-2114

Temporary Mental Health Crisis Line for Texas 1-800-841-1255

Will direct callers to resources or to 211 information line for their area.

Hospital Information

Louisiana:

Frequently Used Hospital Numbers:

DHH EOC - 225-925-7368

LSU Hospital info – 1-866-431-4571

Nursing Home info - 925-1947

Louisiana Hospital Assoc - 225-928-0026

Social Services - 225-925-7373

Texas:

For information regarding **children in foster care** and residential treatment facilities, contact the Texas Dept. of Family and Protective Services at www.dfps.state.tx.us/ or by calling 512-438-4800.

Contact the **Area Agencies on Aging** regarding services for the aging and disabled, at 1-512-438-3011 or at www.dads.state.tx.us/contact/combined.cfm.

Contact the **Texas Hospital Association** for help finding hospital services, at 512-465-1000 or www.texashospitalsonline.org/GeneralPublic/Hospitals/index.asp.

Nami Family and Consumer Support

With thousands of Texas and Louisiana residents displaced due to hurricanes Ike and Gustav, NAMI Texas, NAMI Louisiana and their affiliates are stepping up to ensure that the needs of NAMI families are met. 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**.

Louisiana:

NAMI Louisiana is located at 5700 Florida Blvd., Suite 320, Baton Rouge. The office hours are Monday through Friday, 9:00 a.m. - 4:30 p.m. You may reach the office at 225-926-8770; the fax number is 225-926-8773. You may also reach NAMI LA via email at namilouisiana@bellsouth.net.

NAMI Louisiana offers family educational classes and/or support through its Journey of Hope and Visions for Tomorrow programs. Please contact Anne Brown at 225-292-6928 for more information about these programs. For information on consumer support groups, contact Margaret Mitchell at 225-292-6928.

Louisiana Office of Mental Health

www.dhh.state.la.us/OMH/

Louisiana Department of Social Services

627 N. Fourth St., Baton Rouge, LA 70802

Main phone: (225) 342-0286

Fax: (225) 342-8636

Child-Support Customer Service Center:

(800) 256-4650 toll-free or (225) 922-8100

Family Assistance Programs Customer Service Center: 1-888-LAHELPU (1-888-524-3578). Includes Child Care Assistance Program {CCAP}; Family

Independence Temporary Assistance Program {FITAP}; and Food Stamp Program

Texas:

NAMI Texas is located at Fountain Park Plaza III, 2800 South IH35, Suite 140, Austin, TX 78704. Their **Primary Phone is** (512)693-2000; Toll-Free **Phone is** (800)633-3760; and the **Fax number is** (512)693-8000. They can also be reached at their **Email Address, which is** rpeyson@namitexas.org; and their **Web site is** www.namitexas.org.

NAMI Texas offers NAMI Connection recovery support groups for consumers and family educational classes through its Family to Family program. Please contact the NAMI state office for more information. They can also share information about local NAMI affiliates throughout the state.

Temporary Mental Health Crisis Line for Texas: 1-800-841-1255
Will direct callers to resources or to 211 information line for their area.

To learn more about **DSHS community mental health services** that are available in your area for adults or children, contact your local mental health authority. <http://webds.dshs.state.tx.us/mhservices/default.asp?strMHA=1>
You can also access the local information and referral line, which is answered 24 hours a day, seven days a week. These are often known as "Crisis Hotlines."

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