



Because of the recent bad weather, Amerigroup Louisiana is taking steps to help you get the care and resources you need.

Helpful phone numbers:

Resource	Phone Number
Amerigroup Member Services	1-800-600-4441 (TTY 711)
Amerigroup On Call — speak to a nurse 24/7	1-866-864-2544
Behavioral Health Crisis Line	1-844-227-8350
Case Management	1-877-440-4065, ext. 35792
Southeastrans — for rides to nonemergency services	1-877-892-3988
For information about shelters	211
For updates and information from the state	411

The following changes are only for residents in the affected Parishes from February 7 to February 14, 2017:

Ascension, Livingston, Orleans, St. James, St. Tammany and Tangipahoa

Getting medicine and seeing a doctor

Because of the recent bad weather:

- You don't need a prior authorization (an OK) from us for any services from a provider (even if they don't work with Amerigroup)
- You can refill your prescription now, even if you're not due for a refill. If you need to go to a different pharmacy, call 1-800-600-4441 and we'll help you get your refill.
- If you need help getting any services, please call us at 1-800-600-4441 (TTY 711). We're here to help you.

Getting a ride

If you need a ride to the doctor, to pick up your medicine or any other health service, call Southeastrans at 1-866-430-1101. If it's an emergency, call 911.

Case management

If you need help, our case management team is available. Call our case management team at 1-877-440-4065, ext. 35792, Monday through Friday from 7 a.m. to 7 p.m. If it's after-hours, call 1-866-864-2544.

Mental health and substance use help

If you need help with a mental health or substance use crisis, you can call the Behavioral Health Crisis Line at 1-844-227-8350, 24 hours a day, 7 days a week.

Helpful information and resources

- [Governor's Office of Homeland Security and Emergency Preparedness](#)
- [Louisiana Department of Health](#)
- [Emergency Louisiana](#)
- [Disaster Assistance - FEMA](#)