



Aetna Better Health® of Louisiana

Behavioral Health Crisis Services

If you are having emotional distress due to problems with your mental health or substance use and need help right away, Aetna Better Health of Louisiana offers these crisis services for adults ages 21 and older:

Mobile Crisis Response

- A behavioral health crisis team who meets you at your home or wherever you are in the community
- Can provide ongoing care for up to 72 hours

Behavioral Health Crisis Care

- A behavioral health crisis walk-in center with a home like environment
- Provides crisis support for up to 23 hours

Community Brief Crisis Support

- Ongoing follow-up care available for up to 15 days after receiving Mobile Crisis Response or Behavioral Health Crisis Care

Note: If you already receiving crisis services through Community Psychiatric Support and Treatment (CPST), Psychosocial Rehabilitation (PSR), or Assertive Community Treatment (ACT), please follow the crisis care plan given to you by your provider.

Getting the Help You Need

Call Aetna Better Health's 24-hour behavioral health crisis line: **1-833-491-1094**. We can assist with sending a mobile crisis team to you or helping you get to a walk-in center near you.

Current Behavioral Health Crisis Services in Region 1: Greater New Orleans (Orleans, Plaquemines and St. Bernard parishes)

Provided by **Resources for Human Development, Inc.**

- Mobile Crisis Response: 8 AM-5 PM Monday-Friday
- Community Brief Crisis Support: Available as needed after Mobile Crisis Response

Current Behavioral Health Crisis Services in Region 2: Greater Baton Rouge

(Ascension, East Baton Rouge, East Feliciana, Iberville, Pointe Coupee, West Baton Rouge and West Feliciana parishes)

Provided by Recovery Innovations / Bridge Center for Hope

- Mobile Crisis Response: 8 AM-5 PM Monday-Friday
- Behavioral Health Crisis Care: Available 24/7; call Recovery Innovations at

[AetnaBetterHealth.com/Louisiana](https://www.aetnabetterhealth.com/Louisiana)

LA-22-05-06

225-256-6604 or visit the Bridge Center for Hope at 3455 Florida Boulevard, Suite 400, Baton Rouge, LA 70806

- Community Brief Crisis Support: Available as needed after Mobile Crisis Response or Behavioral Health Crisis Care

Current Behavioral Health Crisis Services in Region 3: South-Central Louisiana

(Assumption, Lafourche, St. Charles, St. James, St. John the Baptist, St. Mary and Terrebonne parishes)

Provided by Start Corporation

- Mobile Crisis Response: 8 AM-4:30 PM Monday-Friday
- Behavioral Health Crisis Care: 8 AM-4:30 PM Monday-Friday; call Start Corporation at **985-333-1633** or **985-266-8340**
- Community Brief Crisis Support: Available as needed after Mobile Crisis Response or Behavioral Health Crisis Care

Current Behavioral Health Crisis Services in Region 7: Northwest Louisiana

(Bienville, Bossier, Caddo, Claiborne, DeSoto, Natchitoches, Red River, Sabine, and Webster parishes)

Provided by Merakey Louisiana

- Mobile Crisis Response: 12 PM-8 PM Monday-Friday
- Behavioral Health Crisis Care: 8 AM-4:30 PM Monday-Friday; call Merakey Louisiana at **318-219-4167** or **337-277-8615**
- Community Brief Crisis Support: Available as needed after Mobile Crisis Response or Behavioral Health Crisis Care

Current Behavioral Health Crisis Services in Region 10: Jefferson Parish

Provided by Jefferson Parish Human Services Authority

- Behavioral Health Crisis Care: 11 AM-7 PM Monday-Friday; call Jefferson Parish Human Services Authority at **504-349-3740** or visit 5001 Westbank Expressway, Suite 200, Marrero, LA 70072
- Community Brief Crisis Support: Available as needed after Behavioral Health Crisis Care