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**ADVOCACY INCORPORATED
INFORMATION AND REFERRAL**

This handout contain important information for individuals with disabilities displaced by Hurricane Katrina.

Advocacy, Inc. is a non-profit organization designated as Texas' Protection and Advocacy entity responsible for protecting the human, service and legal rights of individuals with disabilities in Texas. We are collaborating with the Protection and Advocacy entity in Louisiana, Advocacy Louisiana, in order to advocate for Louisiana residents with disabilities in Texas who are displaced by Hurricane Katrina.

Advocacy, Inc. has offices in the following locations:

Central Texas Region (Austin/ Surrounding Area)

1-800-315-3876 512-454-4816

East Texas Region (Houston/Surrounding Area)

**1-800-880-0821 713-974-7691
Beaumont 1-409-832-4872**

El Paso Region (El Paso/Surrounding Area)

1-800-948-1824 1-915-542-0585

North Texas Region (Dallas/Surrounding Area)

**1-800-880-2884 1-214-630-0916
Longview 1-903-758-8888**

South Texas Region (San Antonio/Corpus Christi/Surrounding Area)

1-800-880-8401 1-210-737-0499

West Texas Region (Lubbock/Amarillo/Surrounding Area)

1-800-880-4456 1-806-765-7794

IMPORTANT FOR ANYONE WHO WANTS TO RECEIVE SERVICES:

Every single individual with a disability MUST register to be able to receive the full range of federal assistance- Registrants MUST make clear that they have a disability or chronic health care need:

1/800-621-FEMA (1/800/621/3362) INDIVIDUAL DISASTER
REGISTRATION HOTLINE

1/800-462-9029

1/800-462-7585 TDD/TYY

<http://www.fema.gov/about/process/> (For on-line registration)

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American Red Cross

1-800-256-4733

American Red Cross Family Link Hotline

www.redcross.org

1-877-Loved 1S

1-877-568-3317

1-988-568-3317

Air America Public Voicemail

1-866-217-6255

Air America Radio's Public Voicemail is a way for disconnected people to communicate.

Here's how it works:

Call the toll-free number above, enter your everyday phone number, and then record a message. Other people who know your everyday phone number (even if it doesn't work anymore) can call Emergency Voicemail, enter the phone number they associate with you, and hear your message. You can also search for messages left by people whose phone numbers you know. Air America Radio will leave Public Voicemail in service for as long as this crisis continues. You can call it whenever you are trying to locate someone, or if you are trying to be found.

Emergency assistance plans for those who are deaf or hard of hearing and their families.

The Community Emergency Preparedness Information Network (CEPIN) Project has designated CSD of Oklahoma and Northern Resource Virginia Center for Deaf and Hard of Hearing Persons (NVRC) as CEPIN contact centers for Hurricane Katrina

victims and their families. Agencies serving deaf or hard of hearing individuals in the areas

affected by Hurricane Katrina are reporting that their phone lines and offices are shut down for the time being. Coverage for pagers may be weak at times due to loss of network capabilities. As a result, people wanting to find information on recovery and rescue efforts in the areas devastated by Hurricane Katrina are encouraged in Louisiana or displaced westward in Texas to contact CSD of Oklahoma during regular business hours at:

www.c-s-d.org (click on locations, then Oklahoma)

(866) 845-7445 Voice/TTY (Toll Free)

(918) 835-7445 Voice/TTY

(918) 835-6459 FAX

[Email](#)

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TEXAS INFORMATION ABOUT SUPPORTS AND SERVICES

TEXAS HEALTH AND HUMAN SERVICES COMMISSION (HHSC)
STATE MEDICAID OFFICE **1-888-834-7406, 1-512-424-6500, 1-**
512-407-3250 TTY

HHSC is working with the State of Louisiana and our federal partners to provide assistance to those displaced by Hurricane Katrina and recent flooding as quickly as possible.

Information and Referral: Dial 2-1-1 for around-the-clock information about evacuations, shelters and other resources. Due to the uncertainty of cell phone access from providers outside of Texas, the 2-1-1 Texas system has implemented a toll-free number. The Hurricane Evacuation number is 1-888-312-4567. The 2-1-1 Texas Information and Referral Network, a statewide telecommunications network is providing 24/7 evacuation, shelters and general information during the disaster. Due to the uncertainty of cell phone access from providers outside of Texas, the 2-1-1 Texas system also implemented a toll-free number. The official Hurricane Evacuation number is 1-888-312-4567.

Pharmacies: Certain Texas pharmacies are able to fill a prescription for Louisiana Medicaid participants. Pharmacies are able to verify eligibility by calling 1-800-473-2783.

Food Stamps - Food Stamp Inquiry Hotline- 1-800-448-3927

Medicaid and TANF -Provider Relations 1-800 473-2783 (in state and out-of-state)

Pharmacy 1-800-437-9101 (in state) (225) 342-1590 (out-of-state)

General questions 1-888-342-6207

The US HHS Office on Disability has gotten word from Dr. Mark McLellan, Administrator of the US HHS Centers for Medicaid and Medicare that there will be a waiver between all of the states housing hurricane survivors who were already receiving Medicaid to have their Medicaid accepted in their current location. And, there will be an expedited process for Medicaid eligibility for those who may now be eligible due to their hurricane related situation. Healthcare providers can verify Medicaid and CHIP enrollment information and procedures to process claims at 1-800-473-2783.

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EMERGENCY MEDICAL TRANSPORTATION

Please note TxDOT will be providing Medical Transportation services, including Medical appointments and Dialysis appointments. The person should call 1.877.633.8747 toll free for services. This call can be made from the emergency center if necessary.

EMERGENCY HIV Medication – (800) 255-1090 (512) 533-3000

The Texas HIV Medication Program (THMP), the AIDS Drug Assistance Program (ADAP) for the State of Texas, has been working to develop a special program to provide emergency assistance to the ADAP clients in Louisiana, Mississippi and Alabama that have been displaced by Hurricane Katrina and seeking refuge in Texas. Because it is so critical to maintain continuity of care for persons living with HIV/AIDS on antiretroviral therapy, the THMP has taken the unprecedented step in expanding program access to non-Texas residents in their time of need.

Clients who were normally receiving access to HIV medications through the Louisiana, Mississippi or Alabama ADAPs will need to complete a single-page form, titled the Emergency Relief ADAP Application, along with proof of identity (such as a copy of their photo ID), a copy of their State ADAP ID card if available, and a completed Medical Certification Form if they're now being seen by a physician in Texas or receiving healthcare at a Texas location. Completed paperwork should be faxed to the THMP at (512) 371-4670 for processing. Once approved, the client will be able to obtain a 30-day supply of their approved medications at a designated participating pharmacy. The emergency assistance will be available for eight weeks from their date of approval; a new client application will be required for continued assistance if needed at that time.

Copies of the Emergency Relief ADAP Application can be obtained by calling the THMP at (800) 255-1090 or (512) 533-3000, or via their website at www.tdh.state.tx.us/hivstd/meds.

Women's Infant's and Children Program 1-800-942-3678

Texas WIC Program will be opened to Katrina Refugees WIC is a nutrition program that helps pregnant women, new mothers, and young children eat well and assists in accessing health care. Qualifying residents of Louisiana, Mississippi and Alabama forced to relocate to Texas by Hurricane Katrina will be eligible to receive WIC benefits here, according to the Texas Department of State Health Services (DSHS), which administers the federal supplemental nutrition program in Texas. Refugees who had WIC benefits in those states, and other qualifying Katrina refugees who want to begin receiving WIC benefits, can contact the nearest local WIC clinic or call the Texas WIC Program at 1-800-942-3678 for local WIC clinic locations. There are some 700 local WIC clinics in Texas. Officials are working on ways to serve WIC-eligible refugees housed in large shelters and unable to get to a local WIC clinic to register. DSHS also

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announced that the 2,500 WIC-vendor stores in Texas may accept vouchers previously issued in Louisiana or Alabama to WIC clients who have evacuated to Texas.

Department of State Health Services – (DSHS)

Mental Health and Substance Abuse_Client Rights Services 1-800-252-8154

Psychiatric Crisis Hotline/Counseling – 1-800-937-8097

End Stage Renal Disease Network of Texas – Hurricane evacuees who need dialysis call 972-503-3215

Children with Special Health Care Needs Inquiry Line – 1-800-252-8023

The Children with Special Health Care Needs (CSHCN) Services Program provides services to children with extraordinary medical needs, disabilities, and chronic health conditions. The CSHCN Services Program also assists children and their families by supporting case management at DSHS regional offices throughout Texas.

Families CAN Program/Houston - (713)743-5435

Assists families with children who have disabilities in obtaining durable medical equipment and providing information and referral to resources they may need with regard to their children with medical/physical disabilities or chronic illnesses.

Department of Family and Protective Services-(DFPS)

Accepts complaints of abuse, neglect, and exploitation against adults with disabilities and children.

Abuse/Neglect Hotline 1-800-252-5400

Day Care Information Hotline 1-800-862-5252

DEPARTMENT OF AGING AND DISABILITY SERVICES (DADS)

1-512-438-3011

Provides long term supports and services to individuals with disabilities and elderly individuals in community based and facility based settings. In order to ensure the health and safety to all care recipients, Texas licensed long-term care facilities and agencies (NF, ALF, ICF/MR, Home Health and Hospice) that choose to admit Louisiana residents will be required by DADS to provide care according to the requirements for Texas licensure and Medicaid certification.

Department of Assistive and Rehabilitative Services-(DARS) 1-800-332-0913

Provides job training, placement, and support services to persons with disabilities

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Texas Department of Housing and Community Affairs (TDHCA)

512-475-3847

Individuals left homeless because of Hurricane Katrina may access housing and certain income and other restrictions will be temporarily suspended.

Texas Education Agency (TEA) – 1-800-957-5109

Hurricane evacuees call Monday thru Friday 8:00 a.m. to 6:00 p.m., to get answers to questions.

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LOUISIANA INFORMATION ABOUT SUPPORTS AND SERVICES

COPE LINE- Southeast Louisiana and metro New Orleans 24 Hour Telephone Crisis

Intervention Hotline 1-800-749-2673

Office for Citizens with Developmental Disabilities – 1-225-342-0095:

Three response teams have been created. A Nationwide Toll Free number will be established, but until then, contact the Baton Rouge state office at

1. Location Team- will work on locating people with developmental disabilities and their families that have been displaced and coordinating with Medicaid and other agencies to determine where people have been relocated.
2. Relocation Team – will handle requests and questions regarding re-location of people with developmental disabilities including temporary, semi-permanent and permanent housing, re-location of other supports and payment of re-located services.
3. Employee Location/Relocation Team: - will locate and assist with re-locating offices and staff and resuming services for the affected areas.

Regional Triage- Special telephone lines in each region to accept the calls of citizens seeking special needs sheltering. Citizens with special needs seeking shelter must call telephone number in their area BEFORE attempting to access a shelter:

Alexandria: 1-800-841-5778

Shreveport: 1-800-841-5776

Baton Rouge: 1-800-349-1372

Monroe: 1-866-280-7287

Houma/Thibodaux: 1-800-228-9409

Slidell/Hammond: 1-866-280-7724

Lafayette: 1-800-901-3210

Lake Charles: 1-866-280-2711

New Orleans: (504) 658-2500

If you have been separated from your service/companion dog please notify one of the Louisiana offices above and the appropriate Advocacy, Inc. Regional Office in Texas (see page one of this handout).