

## About BlueCare

BlueCare is Blue Cross and Blue Shield of Louisiana's telehealth platform, which lets you have online visits with medical and behavioral health providers using a computer, smartphone, tablet or any device with internet and a camera.

BlueCare is covered for all individual and fully insured group members and their covered dependents. Self-funded employer groups can decide whether or not to offer telehealth benefits, which will include BlueCare, to their members and their covered dependents.

### MEDICAL VISITS

BlueCare is available 24/7 to give members more access to healthcare providers. BlueCare is faster, easier and less expensive than going to an emergency room or urgent care center for minor health needs. BlueCare can be useful for treating routine, nonemergency health conditions like:

- Sinus infections
- Bladder infections
- Allergies
- Cold or cough
- Fever
- Vomiting, diarrhea
- Flu symptoms
- Rashes
- Pink eye

### BEHAVIORAL HEALTH VISITS

Online appointments are available for behavioral health needs, including depression, grief, stress, life transitions, anxiety and more. Members can log in and schedule a visit with a psychology or psychiatry provider who is trained and certified in telehealth care.

### BLUECARE COST AND CONVENIENCE

BlueCare visit cost will depend on the plan type and benefits. Members can use any major credit card and even health savings account or flexible savings account cards to pay for BlueCare visits. Their card will not be charged until they've had the visit.

Members can also use BlueCare to get a prescription, to check in with a provider if they need a follow-up visit, or when traveling. BlueCare providers can give work or school absence excuses by request. BlueCare providers are available in all 50 states. BlueCare meets state and federal healthcare services laws, is HIPAA-compliant and is as legitimate as an in-person visit.

### SIGNING UP IS EASY

Members can go to **www.BlueCareLA.com** or download the **BlueCare (one word) app** from the **App Store** on their **Apple iOS tablet/smartphone** or **Google Play** on an **Android tablet or smartphone**. To connect to BlueCare, the member will create a login ID and password from a computer or mobile device. Once logged into BlueCare, members can see which providers are available for online visits and choose the provider they want to see.

## Questions about BlueCare

### Who can use BlueCare?

If you are an individual member, which means you buy your own health insurance and do not get it through your job, you can use BlueCare.

If you get your insurance through work or another group, using BlueCare depends on the services and benefits covered on your plan. If your health insurance is provided through your employer, ask your Human Resources Department if BlueCare is covered on your group plan.

Your covered dependents (spouse, children, etc.) can use BlueCare if it's one of the benefits for your plan.



*Medical and behavioral health visits available!*

*Sign up and try BlueCare today!*

**www.BlueCareLA.com**

  

## How do I see a provider on BlueCare?

You can go to **www.BlueCareLA.com** or **download the BlueCare (one word) app from the App Store or Google Play.** **The BlueCare app is available for iOS and Android tablets and smartphones.** To connect to BlueCare, create a login ID and password from a computer or mobile device. Once logged into BlueCare, you can see which providers are available for online visits or behavioral health appointments and choose the provider you want to see. If you normally see a provider other than the one you see on BlueCare, you can choose to have a record of that visit sent to your regular provider so he/she will know about it.

## How much does BlueCare cost?

This depends on your plan type and benefits. You can use any major credit card and even health savings account or flexible savings account cards to pay for your BlueCare visit. Your card will not be charged until your visit or online appointment is over.

## Are BlueCare providers in-network for my plan?

Yes! All BlueCare providers are in-network for Louisiana Blue plan members.

## What can I use BlueCare for?

You can use BlueCare to see medical and behavioral health providers.

**MEDICAL VISITS:** BlueCare visits are good for treating routine, nonemergency health conditions like sinus infections, stomach bugs, allergies, pink eye, cough, cold, fever, flu symptoms, rashes and bladder infections. If necessary, providers can send a prescription to your pharmacy over BlueCare for most medications. BlueCare providers can give work or school absence excuses by request. You can also use BlueCare to check in with a provider when you need follow-up care or when traveling. If you are having an emergency or a serious health problem, you should go to the nearest medical facility (clinic, urgent care center, emergency room). As with any health service, follow your provider's advice. If you see a provider on BlueCare, and he/she tells you that you should come into a medical clinic or go to a hospital to get treated, you should do so.

**BEHAVIORAL HEALTH VISITS:** You can use BlueCare to have online appointments for behavioral health needs, including depression, grief, stress, life transitions, anxiety and more. Simply log in and schedule a visit with a psychology or psychiatry provider who is trained and certified in telehealth.

## Can I get prescriptions with BlueCare?

Yes. In most cases, BlueCare providers can give you a new prescription or a refill during your online visit. On BlueCare, providers can give prescriptions for drugs to treat most common conditions. Some types of drugs cannot be prescribed in online visits. These drugs mainly include controlled substances (opioids/prescription-strength painkillers, muscle relaxers, etc.) and some other types of drugs. As with any healthcare visit, the BlueCare provider will use his/her best judgment to decide which drug is most appropriate for your condition. Follow the provider's advice. If you see a provider on BlueCare, and he/she tells you that you should come into an office to decide which drug is best for your health needs, you should do so.

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# NOTICE

Free language assistance services and auxiliary aids are available. If needed, please call the Customer Service number at 1-800-495-2583. Hearing-impaired customers call 1-800-711-5519 (TTY 711).

Tiene a su disposición servicios de asistencia lingüística y ayudas auxiliares gratuitas. Si necesita ayuda, llame al Servicio de Atención al Cliente al 1-800-495-2583. Los clientes con discapacidad auditiva pueden llamar al 1-800-711-5519 (TTY 711).

Des services d'assistance linguistique gratuits et des aides auxiliaires sont disponibles. Si nécessaire, veuillez appeler le numéro du service client au 1-800-495-2583. Les clients malentendants peuvent appeler le 1-800-711-5519 (ATS 711).

## Nondiscrimination Notice

Blue Cross and Blue Shield of Louisiana and its subsidiaries, HMO Louisiana, Inc., and Southern National Life Insurance Company, Inc., comply with applicable federal civil rights laws and do not exclude people or treat them differently on the basis of race, color, national origin, age, disability or sex in its health programs and activities.