

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 patients more access to doctors. BlueCare is faster, easier and less expensive than going to an ER or urgent care for minor health needs. BlueCare can be useful for treating non-emergency, minor 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, couples’ counseling and more. Customers 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

For any type of visit, BlueCare customers will be able to see what it will cost before the online visit begins. This depends on their plan type and benefits. Customers can use any major credit card, and even HSA or FSA cards, to pay for BlueCare visits. Their card will not be charged until they’ve had the visit.

Customers can also use BlueCare to get a prescription, to check in with a doctor 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

Customers can go to **www.BlueCareLA.com** or **download the BlueCare (one word) app from the Apple Store or Google Play for iOS and Android tablets and smartphones.** To connect to BlueCare, the customer will create a login ID and password from a computer or mobile device. Once logged onto BlueCare, customers 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, it 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.



Sign up and try BlueCare today!

www.BlueCareLA.com

Blue care ▶ Download on the App Store GET IT ON Google Play

How do I see a provider on BlueCare?

You can go to www.BlueCareLA.com or download the **BlueCare (one word) app from the Apple 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 onto 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. Before your BlueCare visit or online appointment begins, you'll see what it will cost. You can use any major credit card, and even HSA or FSA 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 Blue Cross and Blue Shield of Louisiana and HMO Louisiana, Inc. plan members. You will see how much it will cost before an online visit begins or appointment is scheduled.

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 non-emergency illnesses like sinus infections, stomach bugs, allergies, pink eye, cough, cold, fever, flu symptoms, rashes and bladder infections. If necessary, doctors can send a prescription to your pharmacy for most medications over BlueCare. BlueCare doctors can give work or school absence excuses by request. You can also use BlueCare to check in with a doctor 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, ER). As with any health service, follow your doctor's advice. If you see a doctor on BlueCare, and he/she tells you that you should come into a doctor's office 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, couples' counseling, 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 doctors can give you a new prescription or a refill during your online visit. On BlueCare, doctors can give prescriptions for drugs to treat most common conditions. Some types of drugs cannot be prescribed in online visits. These drugs include mainly 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.

NOTICE

Free language services are available. If needed, please call the Customer Service number on the back of your ID card. Hearing-impaired customers call 1-800-711-5519 (TTY 711).

Tiene a su disposición servicios lingüísticos gratuitos. De necesitarlos, por favor, llame al número del Servicio de Atención al Cliente que aparece en el reverso de su tarjeta de identificación. Clientes con dificultades auditivas, llamen al 1-800-711-5519 (TTY 711).

Des services linguistiques gratuits sont disponibles. Si nécessaire, veuillez appeler le numéro du Service clientèle figurant au verso de votre carte d'identification. Si vous souffrez d'une déficience auditive, veuillez appeler le 1-800-711-5519 (TTY 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.