



**Healthy Louisiana
Health Education Advisory Committee Meeting
Minutes Summary – Third Quarter: October 2017**

Health Plan Contact: Peter Lambousy
Subject: Member Services

Agenda Topics

- Healthy Blue
- Health Plan Updates

Introductions

Healthy Blue member Alice Blackburn was in attendance.

Peter introduced our plan by its new name and spoke about the changes that came along with the rebrand.

Peter asked everyone in attendance to notify him or Healthy Blue reps if they see Amerigroup literature or logos in the community

Healthy Blue Member Updates

- Louisiana plan name changed to Healthy Blue
- Open enrollment ended August 30, 2017
- Membership is holding steady
- Expansion membership is about 65,000 – 70,000
- Current total membership is 236,970
- In the past, there was a 90 day grace period for open enrollment. There isn't one this time.
- Healthy Blue (formerly Amerigroup) entered into a partnership with the Blue Cross Blue Shield Association of Louisiana in March 2017
- Anthem (our parent company) already had a relationship with the Blue Cross Blue Shield Association
- Healthy Blue is a distinct and highly recognized name because of the Cross and Shield
- We changed our name, but our staff and benefits remain the same
- The claim submission process changed for providers because we don't have Clearinghouse
- If you submit claims to Virginia Beach, the address didn't change
- ID Cards changed their look
- New Member Services number at 1-844-521-6941
- New website: www.myhealthybluel.com for members and <http://providers.healthybluel.com> for providers
- Peter did a live demonstration of the websites
- There is a non-secure site to request member cards and make changes to member information

Healthy Blue is the trade name of Community Care Health Plan of Louisiana, Inc., an independent licensee of the Blue Cross and Blue Shield Association.

- Members can view an image of their ID card on their phones
- Transportation number remained the same 1-866-430-1101, the number is on member ID cards
- There is a Community Resource Page, members can just enter their ZIP code and put in what service is needed. The page will list all services available in the area. All registered non-profits should be listed. Peter did a live demonstration of the page

Frequently asked questions regarding Amerigroup changing its name to Healthy Blue on September 1, 2017:

****All of the members' benefits and services stayed the same****

Q: I got a letter in the mail saying that Amerigroup Louisiana changed to Healthy Blue. Why? OR I have seen advertising that says that Amerigroup Louisiana changed to Healthy Blue. Why?

A: Our parent company, Anthem, Inc., rebranded from Amerigroup to Healthy Blue. Your benefits and services will stay the same. You have or will be getting a new ID card with Healthy Blue on it. You should use this ID card to get your health care services now.

Q: When did this happen?

A: September 1, 2017.

Q: Did my benefits change?

A: No. Your benefits are still the same.

Q: What do I need to do now?

A: Nothing, other than to start using your new Healthy Blue branded member ID card that was mailed to you in August. (Mail dates Aug 14-18). As part of the name change, we have a new website and phone number. Our new Member Services number is 1-844-521-6941 (TTY 711) and our new website is www.myhealthybluela.com.

Q: What happened on September 1 when Amerigroup Louisiana became Healthy Blue?

A: Our look has changed, but nothing else — benefits, services and the people you trust are still here to help you. As part of the name change we have a new website and phone number. Our new Member Services number is 1-844-521-6941 (TTY 711) and our new website is www.myhealthybluela.com.

Q: Do I need to renew or re-enroll?

A: Members need to renew once a year. If you are due to renew your benefits now, please do so. The Louisiana Department of Health sends out a letter with renewal information about 60 days before you need to renew. If it's not time for you to renew, you don't have to do anything because of this change.

Q: Can I still use the same doctor and hospital?

A: Yes. Always check to make sure your doctor/hospital accepts Healthy Blue before receiving services.

Q: I have an approval for a special treatment. Can I still get the treatment?

A: Yes. All prior approvals are still valid.

Q: I chose Amerigroup during open enrollment. Why does everything say Healthy Blue?

A: On September 1, 2017, Amerigroup Louisiana changed to Healthy Blue. You still have the same benefits and services — the health plan is just now Healthy Blue.

Q: I called the Healthy Blue toll-free number, but am not familiar with it. How do I know that I'm calling the right place?

A: The phone number changed as part of our name change, but our Member Services team is staying the same.

Take Away

Q: A community partner asked if we offer an app?

A: It will be out in October 2017. You will be able to view ID cards and provider information.

Q: Alice Blackburn, a Healthy Blue member, asked if you are in the hospital can the nurses give you the medicine left over to go home with since the insurance company paid for it?

A: Peter replied that someone from Provider Relations would be able to answer her question.

Q: Joycelyn Green with GERC asked if our email addresses change?

A: Peter replied that the old emails will work and route the emails to the new email addresses.

Written Feedback