



Quick start guide

Helping you get started with Healthy Blue



Healthy Blue

844-521-6941 (TTY 711)

myhealthyblue.com

Welcome to your new health plan

We're glad you're our member.

This booklet will help you learn how to use Healthy Blue for your Medicaid benefits and services. For more information, check your member handbook or go online to myhealthybluelabel.com.

Contents

Getting started	1
Going to the doctor	1
After-hours, urgent, and emergency care	2
Your benefits	3
Giving you the support you need	4
Healthy mind, healthy body	5
Member rights and responsibilities	6
How to file a grievance	8
How to file an appeal	9
Fraud, waste, and abuse	10
Your resources	12
Important phone numbers	14
How to disenroll from Healthy Blue	17



Getting started

Look for your member ID card in the mail. You'll use it to go to the doctor, get prescriptions and in case of an emergency.

Visit our member website at myhealthybluelabel.com to register for an online account, find doctors in our plan, and read your member handbook. We can also send you a copy of your member handbook by email or mail at no cost to you.

Going to the doctor

Your primary care provider (PCP) is listed on your ID card. This is your main doctor who will help you get your regular medical care. Set up a visit with your PCP soon after you become a member. To change PCPs or if you need help finding one, you can:

- Use our online Find a Doctor tool or provider directory to help you find doctors and specialists, including specialized behavioral health providers, near you. You can also use the Find a Doctor tool on the **SydneySM Health** app.
- Call our Member Services team. We're here to help from 7 a.m. to 7 p.m. We can also send you a printed copy of your provider directory at no cost to you.

We work with hospitals, doctors, nurse practitioners, and other providers all across the state. Members can visit any provider in our plan.

To make, change, or cancel an appointment, call your PCP's office or Member Services if you need help. If you're canceling your appointment, call at least 24 hours before you are supposed to be there and reschedule.

As a new member, you'll fill out a Health Needs Assessment



It's a short questionnaire on our website that **helps us connect you to care and doctors that fit your needs.** If you have questions, just call us at **877-440-4065, ext. 106-103-5145.**

After-hours care

Call 24/7 NurseLine anytime, anywhere, even on holidays, at **866-864-2544 (TTY 711)**. You may also call our 24-hour Behavioral Health Crisis Line at **844-812-2280 (TTY 711)**.

The nurse will help you:

- Find a doctor after hours or on the weekend.
- Find an open urgent care center or walk-in clinic.
- Speak to a doctor about your healthcare needs.

Know where to go: emergency room versus urgent care*

Urgent Care	Emergency Room
<ul style="list-style-type: none">• Treats situations that aren't life-threatening• Doctors and nurses usually have access to X-rays and labs onsite• Usually open late on weekends and holidays — without the long wait of the ER• Visit an urgent care for:<ul style="list-style-type: none">– Throwing up, diarrhea, and stomach pain– Minor burns and cuts– Flu and cold– Cough and sore throat	<ul style="list-style-type: none">• Treats true medical emergencies• Doctors and nurses are equipped to handle major trauma and surgery• Open 24/7, but often with long waits depending on medical priority• Call 911 or go to the nearest hospital ER for:<ul style="list-style-type: none">– Chest pain– Trouble breathing– Severe bleeding– Bad burns– Loss of consciousness– Broken bones

* Use our [Find a Doctor](#) tool to find urgent care centers near you.

If you're having an emergency, call 911 or visit the nearest emergency room.

What if I'm out of the area and need healthcare?

If it's an emergency, go to the nearest ER or call **911**. You can go to any hospital for emergency care even if it's in a different city or state. Preapproval is not needed. For urgent care, go to one of our network urgent care centers or call your PCP.

Your benefits

With us, you get all your regular benefits, plus some extras. For a full list of your benefits, be sure to check your member handbook or go online to **myhealthybluela.com**.

Regular benefits

- Doctor visits with a PCP you choose
- Hospital care
- Eye care
- Rides to doctor visits and the drugstore*
- Prescription medicines
 - Prime Therapeutics State Government Solutions, LLC provides the pharmacy benefits for our members. You can use a pharmacy in their network when getting your prescriptions filled. Prime Therapeutics State Government Solutions, LLC is available 24/7 for questions about their pharmacy services. Call **800-424-1664** or visit [lamcopbmpharmacy.com](#).

* For more about ride eligibility, please check the "Giving you the support you need" section.

There are no copays for any covered medical services. If your medicines are covered by Healthy Blue, we'll pay for your prescriptions, but you may have a small copay. A copay is your portion of the fee for a specific instance of care. To find out more, visit **myhealthybluela.com**.

Giving you the support you need

With Healthy Blue, you can get rides to your doctor's office, pharmacy, and other providers you need to see.*

To get a ride, call MediTrans Monday through Friday from 7 a.m. to 7 p.m. at 866-430-1101 (TTY 711) at least 48 hours before your appointment. Please refer to the member handbook for additional information.

If you have special care needs, you may be eligible for our Case Management program. Our case managers give you one-on-one attention to make sure you get the care and resources you need to get and stay healthy.

To find out more about these services, call our Member Services team. You can also look in your member handbook or go online to **myhealthybluela.com**.

* Members living in residential facilities for behavioral health services may not be eligible for transportation services through Healthy Blue. Please check with your facility for more information.

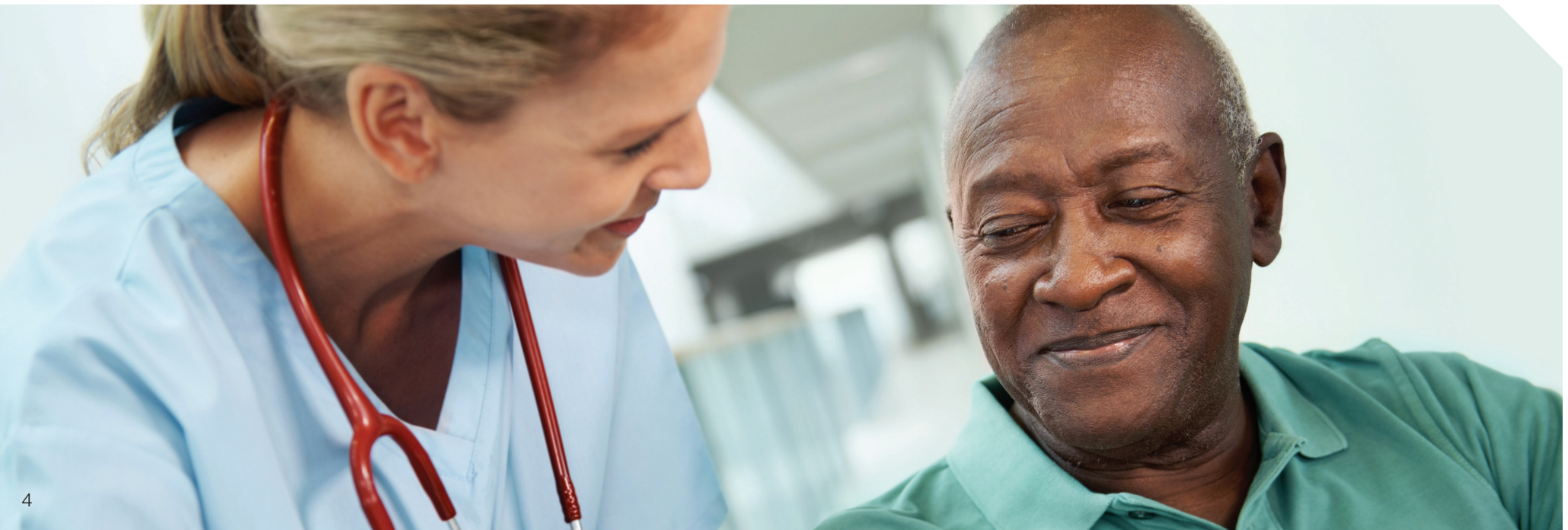
Healthy mind, healthy body

Being healthy is about more than just your body. Our benefits also help with your emotional and behavioral health needs, too.

We provide access to a wide range of behavioral health providers and services including:

- Psychiatrists
- Licensed mental health professionals (LMHP)
- Crisis services
- Substance use services

Call Member Services or use our online Find a Doctor tool and provider directory at **myhealthybluela.com** for extra help accessing these services.



Member rights and responsibilities

You have the right to:



- See a primary care provider (PCP) you choose.
- Participate with providers in making decisions about your health.
- Tell us about complaints or request appeals about the organization or the care it provides.
- Talk to your provider about the medical care you need, and the options you have to treat your conditions, regardless of how much they cost, and whether or not we will cover them.



- Make suggestions about our member rights and responsibilities policy.
- Request a copy of your member handbook by email or mail.
- Talk with your PCP about your medical record. You can request a free copy of your medical record at any time.
- Be treated fairly with respect and dignity and have your personal health information kept private by healthcare providers, their staff, and all Healthy Blue associates regardless of race, religion, gender, age, or ability to pay.

Member rights and responsibilities

You have the responsibility to:



- Keep all medical appointments and be on time.
- Call your provider 24 hours before the visit if you need to cancel.



- Contact Member Services quickly if you need to update the information on your ID card.



- Take your medications as prescribed by your provider.
- Give us information we and our providers need to give you the right care.



- Follow any plan of care you agreed to with your providers.



- Understand your health problems and work with your provider to find goals you can both agree on, as much as possible.

If you get a bill by mistake

You should never get a bill from your PCP or a specialist.

If you do, call Member Services at **844-521-6941 (TTY 711)** Monday through Friday from 7 a.m. to 7 p.m.

If you have a question or complaint

If you have a problem or concern about your benefits, call Member Services. If you have an urgent medical problem, it will be resolved within 24 hours. If you have a medical problem that is not urgent, it will be resolved within five days.

Otherwise, it will be resolved in 30 days.

How to file a grievance

Our team is here to help you with your grievance.

You or a representative of your choice can call, fax, mail, or file in person within 30 calendar days of the date you became aware of the problem:

- You can file your retail pharmacy grievance with Prime Therapeutics State Government Solutions, LLC by phone, fax, mail, or through the Contact Us feature on the web portal at lamcopbmpharmacy.com. See your member handbook for more details.
- Call Member Services and file a grievance over the phone or ask for help with filling out a grievance form. You'll need to let us know the date the problem happened, and the people involved.
- File your grievance by fax to **888-708-2584**.
- Send your letter to or file in person:
Grievance Department Healthy Blue
P.O. Box 62429
Virginia Beach, VA 23466

When we get your grievance, our grievance coordinator will:

- Look into your grievance and send you a letter within five business days to let you know we received it.
- Send you a letter within 30 calendar days to tell you the decision made by Healthy Blue and all the information we received. If your grievance is urgent, we'll respond within 72 hours of when you tell us.
- You may ask us to extend the grievance process for 14 calendar days if you have more details that we should see.



How to file an appeal

There may be times when we won't pay for some of your care.

You can appeal our decision. You must file an appeal within 60 days from the receipt of our first notice that says we won't pay for a service.

A medical appeal can be filed by:

- You.
- Your representative or a person helping you.
- Your PCP or the provider taking care of you at the time, but they must have your written permission to do so.

You'll be able to examine your case file, medical records, or other documents which may be considered for the appeal.

To continue receiving services that we have already approved but may be part of the reason for your appeal, you or your provider must file the appeal:

- Within 10 calendar days from the receipt of the notice that we won't pay for the care that has already been approved.
- Before the date the notice says your service will end.

You can appeal our decision in three ways:

1. By calling Member Services. We'll include an appeal form for you to complete. You must send us a letter or the appeal form within 10 days after you call Member Services for us to process your appeal. Let us know if you want someone else to help you with the appeal process.
2. By sending us a letter or the appeal form to the address below. Include as much information as you can, and have your doctor send us your medical information about the service.
Central Appeals Processing
Healthy Blue
P.O. Box 62429
Virginia Beach, VA 23466-2429
3. By faxing us a letter or the appeal form to **888-873-7038**.

When we get your appeal, we'll send you a letter within five business days. The letter will let you know we got your appeal.



Fraud, waste, and abuse

Fighting fraud, waste, and abuse begins with knowledge and awareness. Understanding what each is helps.

- Fraud — when someone knowingly lies to a health insurance company, Medicaid, or Medicare to get money
- Waste — when someone overuses health services carelessly
- Abuse — when someone misuses health insurance, usually for money or to receive extra health services or supplies they do not need

Fraud, waste, and abuse

If you know someone who is misusing the Medicaid or LaCHIP program through fraud, abuse and/or overpayment, you can report them.

To report doctors, clinics, hospitals, nursing homes, or Medicaid or LaCHIP enrollees, write or call Healthy Blue at:

Special Investigations Unit Healthy Blue Louisiana
740 W Peachtree Street NW
Atlanta, GA 30308
866-847-8247 (TTY 711)

If you wish to remain anonymous, you can call the Special Investigations Unit (SIU) Hotline anytime at **866-847-8247**.

You can also contact the Louisiana Department of Health by phone or by filling out a fraud form from their website. To find out more, visit **myhealthybluela.com**.



Your resources

Our website

myhealthyblueela.com

You can do all of this and more online.

- Set up your online account to get updates and information.
- Read your member handbook.
- Change your PCP.
- Update contact information with us. Remember to call the state, too.
- Find a doctor or specialist or view your provider directory.
- Find information about benefits.
- Print your ID card.

Your Care Plan

Do more online with the Your Care Plan tool. Just log in to your online account.

- View details about your care, so you're always up to date.
- Find your care manager's contact information.
- Send secure messages about diagnoses, goals, medicines, services and more.

Pharmacy Services

Call **800-424-1664** or visit lamcopbmpharmacy.com
24 hours a day, 7 days a week.

- Prime Therapeutics State Government Solutions, LLC provides pharmacy benefits.

Your resources

Sydney Health app

- View your ID card on the go.
- Find doctors near you.

Member Services

Call us at **844-521-6941 (TTY 711)**

Monday through Friday from 7 a.m. to 7 p.m.

- Get answers to questions about benefits and services.
- Select or change your PCP.
- Request a copy of the member handbook at any time.



Important phone numbers

Member Services	844-521-6941 (TTY 711) myhealthybluea.com
24/7 NurseLine	866-864-2544 (TTY 711)
24-hour Behavioral Health Crisis Line	844-812-2280 (TTY 711)
Louisiana Department of Health (LDH) Medicaid Customer Service	888-342-6207 healthy.la.gov
Louisiana Department of Children and Family Services	855-452-5437 dcfs.louisiana.gov
Prime Therapeutics State Government Solutions, LLC (Pharmacy Benefit Manager)	800-424-1664 available 24/7 lamcopbmpharmacy.com
MediTrans (Transportation)	866-430-1101 (TTY 800-846-5277) Monday through Friday from 7 a.m. to 7 p.m.

Important phone numbers

DentaQuest (Dental Benefit Manager)	If you need help getting adult preventive care, call 844-234-9835 (TTY 800-466-7566) Monday through Friday from 7 a.m. to 7 p.m. 21 and older value-added benefit
DentaQuest (EPSDT Dental Services and Adult Denture Program)	If you are age 20 or younger and need help with EPSDT dental services, or If you are 21 and older and need help with the Adult Denture Program, call 800-685-0143 (TTY 800-466-7566) Monday through Friday from 7 a.m. to 7 p.m.
MCNA Dental	If you are age 20 or younger and need help with EPSDT dental services, or If you are 21 and older and need help with the Adult Denture Program, call 855-702-6262 (TTY 711) Monday through Friday from 7 a.m. to 7 p.m.

Important phone numbers

Superior Vision	800-787-3157 (TTY 800-735-2258) Monday through Friday from 7 a.m. to 8 p.m.
Reporting suspected fraud, waste and abuse	866-847-8247 (TTY 711)
Quit With Us, LA Tobacco Cessation Program	800-QUIT-NOW quitwithusla.org
Problem Gambling Treatment	Contact the Louisiana Department of Health (LDH) Office of Behavioral Health at no cost. Find out more at ldh.la.gov/ProblemGambling
WIC (Supplemental nutrition information for Women, Infants, and Children)	504-568-8229
Louisiana Poison Center	800-222-1222

How to disenroll from Healthy Blue

If you don't like something about Healthy Blue, please call Member Services. We'll work with you to try to fix the problem.

- If you're a new member, you can switch health plans during your first 90 days of enrollment.
- After 90 days, you can change your health plan during the open enrollment period once a year. You'll get a notice letting you know open enrollment is coming, and you'll have 60 days to switch if you want another health plan.

You may request disenrollment from Healthy Blue at any time for the following reasons:

- We don't cover a service you seek because it conflicts with your moral or religious objections.
- You need related services to be performed at the same time, but not all related services are available with Healthy Blue, and your PCP or another provider determines that receiving the services separately would subject you to unnecessary risk.
- Our contract with the Louisiana Department of Health (LDH) is terminated.
- You receive poor quality of care.
- Lack of access to Medicaid core benefits and services.
- Documented lack of access within Healthy Blue to providers experienced in dealing with your healthcare needs.
- Your active specialized behavioral health provider ceases to contract with us.
- You move out of our service area.
- Any other reason deemed to be valid by LDH and/or its agent.



Healthy Blue

Sydney Health is offered through an arrangement with Carelon Digital Platforms, a separate company offering mobile application services on behalf of your health plan.

Do you need help with your healthcare, talking with us, or reading what we send you? Call us toll free at 844-521-6941 (TTY 711) to get this for free in other languages or formats.

¿Necesita ayuda con su atención médica? ¿Necesita ayuda para leer lo que le enviamos o para hablar con nosotros? Llámenos al número gratuito 844-521-6941 (TTY 711) para conseguir esta información sin costo en otros idiomas o formatos.

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.