



# Quick start guide

Helping you get started with Healthy Blue



844-227-8350 (TTY 711)

[myhealthybluela.com](https://myhealthybluela.com)

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# 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 [myhealthybluelua.com](https://myhealthybluelua.com).

## Contents

Getting started .....	1
Seeing your providers.....	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.....	7
Fraud, waste, and abuse .....	9
Your resources.....	10
Important phone numbers .....	11
How to disenroll from Healthy Blue .....	12



# 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 **myhealthybluela.com** to register for an online account, find behavioral health providers 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.

## Seeing your providers

We can help you find behavioral health providers in our plan. To choose or search for providers, you can:

- Use our online Find a Doctor tool or provider directory.
- 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.

To make, change, or cancel an appointment, call your provider'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 that will **help us connect you to care and doctors that fit your needs.** If you have questions or didn't get one, just call us at **877-440-4065, ext. 106-103-5145.**

# After-hours, urgent, and emergency care

## After-hours care

Call our 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\*

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

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

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

### 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.

# 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

- Emergency services
- Behavioral health rehabilitation
- Substance use services
- Applied behavioral analysis (ABA) services
- Crisis intervention and stabilization
- Inpatient and outpatient behavioral health services
- Rides to doctor visits\*

## Extra benefits, just for you

- Community Resource Link — online database for access to affordable housing, food, job programs, and more



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



# Your benefits

## Pharmacy

You get your pharmacy benefits through the Louisiana Medicaid Pharmacy Fee-For-Service Program. Call **800-437-9101** or send an email to [healthy@la.gov](mailto:healthy@la.gov) for more information.

Monthly income	Copay
When 5% of family's income is spent on copays	\$0
Medication cost	Copay
\$10 or less	\$0.50
\$10.01-\$25.00	\$1.00
\$25.01-\$50.00	\$2.00
\$50.01 or more	\$3.00

A copay is not required for some groups and services, including:

- Family planning
- Emergency services
- Members under 21 years of age
- Pregnant women
- Native Americans

## 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 800-846-5277)** 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.

\* 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.

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**.

## 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:

- Take part in making decisions about your healthcare.
- Get counseling or referral services not covered by Healthy Blue.
- Request a no-cost copy of your medical record at any time.
- Request a no-cost copy of your member handbook by email or mail.



- 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.

## 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.

## If you get a bill by mistake

You should never get a bill from a provider. If you do, call Member Services at **844-227-8350 (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:

- 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**  
**10000 Perkins Rowe, Suite G-510**  
**Baton Rouge, LA 70810**



## 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; it will tell you the decision made by Healthy Blue and all the information that 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. Note: There is a 90-day processing period for grievances. The extension is only allowed if it is within the 90-day timeframe.

# How to 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. 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

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  
P.O. Box 62509  
Virginia Beach, VA 23466-2509  
866-847-8247 (TTY 711)**

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

You can also call the Louisiana Medicaid Fraud and Abuse Hotline at 800-488-2917. To find out more, visit **[myhealthybluela.com](https://myhealthybluela.com)**.

# Your resources

## Our website

### myhealthybluela.com

You can do all of this and more online.

- Set up your online account to get updates and information **online**.
- Read your member handbook.
- Update contact information with us. Remember to call the state, too.
- Find a provider 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.
- Send secure messages about diagnoses, goals, medicines, services, and more.

## Healthy Blue mobile app

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

## Member Services

Call us at **844-227-8350 (TTY 711)**

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

- Get answers to questions about benefits and services.
- Talk to a nurse anytime on 24/7 NurseLine.
- Request a copy of the member handbook at any time.

# Important phone numbers

<b>Member Services</b>	<b>844-227-8350 (TTY 711)</b> <b>myhealthybluela.com</b>
<b>24/7 NurseLine</b>	<b>866-864-2544 (TTY 711)</b>
<b>24-hour Behavioral Health Crisis Line</b>	<b>844-812-2280 (TTY 711)</b>
<b>Louisiana Department of Health (LDH) Medicaid Customer Service</b>	<b>888-342-6207</b> healthy.la.gov
<b>Louisiana Department of Children and Family Services</b>	<b>855-452-5437</b> dcfs.louisiana.gov
<b>MediTrans (transportation)</b>	<b>866-430-1101 (TTY 800-846-5277)</b>
<b>Reporting suspected fraud, waste, and abuse</b>	<b>800-488-2917 (TTY 711)</b>
<b>Quit with us, LA Tobacco Cessation Program</b>	<b>800-QUIT-NOW</b> quitwithusla.org
<b>Problem Gaming Treatment</b>	Contact the Louisiana Department of Health (LDH) Office of Behavioral Health at no cost. Find out more at <a href="http://new.dhh.louisiana.gov/index.cfm/page/1545">http://new.dhh.louisiana.gov/index.cfm/page/1545</a> .
<b>WIC (Supplemental nutrition information for Women, Infants, and Children)</b>	<b>504-568-8229</b>
<b>Louisiana Poison Center</b>	<b>800-222-1222</b>



## 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 for Healthy Blue at any time for the following reasons:

- We don't cover a service you seek because of moral or religious objections.
- You need related services to be performed at the same time, 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 Louisiana Department of Health (LDH) is terminated.
- 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.

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Do you need help with your healthcare, talking with us, or reading what we send you? Call us toll free at 844-227-8350 (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 1-844-227-8350 (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.

