



Quick start guide

Helping you get started with Healthy Blue



1-844-227-8350 (TTY 711)

www.myhealthyblue.la.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 www.myhealthybluela.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	4
Member rights and responsibilities	5
How to file a grievance.....	6
Fraud, waste and abuse.....	7
Your resources.....	8
How to disenroll from Healthy Blue	back cover



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 www.myhealthybluela.com to register for a secure 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 free of charge.

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 free of charge.

As a new member, you'll fill out a Health Risk Screener.



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 Case Management at 1-877-440-4065, ext. 106-103-5145 Monday through Friday, 7 a.m. to 4:30 p.m.

After-hours, urgent and emergency care

After-hours care

Call our 24/7 NurseLine anytime, anywhere, even on holidays, at 1-866-864-2544 (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

*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 www.myhealthybluela.com.

Regular benefits

- Emergency services
- Mental health rehabilitation
- Substance use services
- Applied behavioral analysis (ABA) services
- Crisis intervention and stabilization
- Inpatient and outpatient behavioral health services

Extra benefits, just for you

- Smartphone with monthly minutes, data and text messages
- A welcome kit for members in foster care, including a duffel bag, insulated lunch box and tumbler, a toothbrush kit and a toy
- Respite services for caregivers
- Community Resource Link — online database for access to affordable housing, food, job programs and more!

There are no copays for any covered medical services.

You get your pharmacy benefits through Louisiana Medicaid Pharmacy Fee-For-Service Program. Call **1-800-437-9101** or send an email to PharmacyMedicaid@la.gov for more information.

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 LogistiCare Monday through Friday from 7 a.m. to 7 p.m. at 1-866-430-1101 (TTY 711) at least 48 hours before your appointment.*

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 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 **www.myhealthybluela.com**.

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

Healthy mind, healthy body

Being healthy is about more than just your body, so our benefits help you with your emotional and mental health, too.

We provide access to a wide range of behavioral health providers and mental health and substance use services, including crisis services.

Call our 24-hour Behavioral Health Crisis Line anytime at 1-844-812-2280 (TTY 711).

To find behavioral health providers, call Member Services or use our online Find a Doctor tool and provider directory at **www.myhealthybluela.com**. Some types of providers include:

- Psychiatrists
- Licensed mental health professionals (LMHP)
- Therapeutic group homes

Member rights and responsibilities

You have the right to:

- Take part in making decisions about your healthcare.
- Receive counseling or referral services that aren't covered by Healthy Blue.
- Request a free copy of your medical record at any time.
- Request a copy of your member handbook by email or mail.



- Be treated 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 1-844-227-8350 (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 1-888-708-2584.
- Send your letter to or file in person:

Grievance Department
Healthy Blue
3850 N. Causeway Blvd., Ste. 600
Metairie, LA 70002

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 90 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.





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
1-866-847-8247 (TTY 711)**

If you wish to remain anonymous, you can call the Special Investigations Unit (SIU) Hotline anytime at 1-866-847-8247.

You can also call the Louisiana Medicaid Fraud and Abuse Hotline at 1-800-488-2917. To find out more, visit **www.myhealthybluelua.com**.

Your resources

Our website

www.myhealthybluela.com

You can do all of this and more online!

- Set up your secure account to get updates and information online.
- Read your member handbook.
- Find a provider or view your provider directory.
- Update contact information with us (be sure to call the state, too).
- 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 secure account.

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

Our mobile app

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

Member Services

Call us at 1-844-227-8350 (TTY 711)

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

- Get answers to questions about benefits and services.

Important phone numbers

Member Services	1-844-227-8350 (TTY 711) www.myhealthybluelala.com
24/7 NurseLine	1-866-864-2544 (TTY 711)
24-hour Behavioral Health Crisis Line	1-844-812-2280 (TTY 711)
Louisiana Department of Health (LDH)	1-225-342-9500 www.healthy.la.gov
Louisiana Department of Children and Family Services	1-855-452-5437 www.dcfslouisiana.gov
LogistiCare (transportation)	1-866-430-1101 (TTY 711)
Reporting suspected fraud and abuse	1-800-488-2917 (TTY 711)
Quit with us, LA Tobacco Cessation Program	1-800-Quit-Us www.quitwithusla.org
Problem Gaming Treatment	Contact the Louisiana Department of Health (LDH) Office of Behavioral Health at no cost. Find out more at http://new.dhh.louisiana.gov/index.cfm/page/1545 .
WIC (Supplemental nutrition information for Women, Infants, and Children)	1-504-568-8202
Louisiana Poison Center	1-800-222-1222

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.

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