

About BlueCare

BlueCare is Blue Cross and Blue Shield of Louisiana's telehealth platform, which lets you have online doctor visits with a computer, smartphone, tablet or any device with internet and a camera.

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 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.

Blue Cross customers will pay up front just before an online BlueCare visit begins. Depending on their plan type and benefits, customers could be owed a refund, but should plan to pay up front at the time of the visit.

BlueCare meets state and federal healthcare services laws, is HIPAA compliant and is as legitimate as an in-person visit.

BlueCare can be useful for treating non-emergency, minor conditions like:

- Sinus infections
- Minor stomach ailments
- Allergies
- Pink eye
- Cough/cold
- Flu symptoms
- Rashes
- Bladder infections

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 are available in all 50 states.



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 doctors are available for online visits and choose the doctor 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.

How do I see a doctor 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 doctors are available for online visits and choose the doctor you want to see. If you normally see a doctor other than the one you see on BlueCare, you can choose to have a record of that visit sent to your doctor so he/she will know about it.

How much does BlueCare cost?

BlueCare has a 24/7 online doctor network available for Blue Cross customers. You will pay up front at the time of your BlueCare visit. Depending on your plan type and benefits, you may get a refund after your BlueCare visit. If you do, Blue Cross will mail you the amount you are owed after you have your BlueCare visit.

How do I know if a BlueCare doctor is in-network for my plan?

You can check the online directory at www.bcbsla.com/FindCare or in the BCBSLA app for Apple and Android devices to see which doctors are in your plan's network. Even if a BlueCare doctor is out-of-network for your plan, you can still pay the up-front cost and have an online visit with that doctor. You will not get a refund in this case, but you will not pay more than the up-front cost of the visit.

What can I use BlueCare for?

BlueCare visits are good for treating non-emergency things like sinus infections, stomach bugs, allergies, pink eye, cough/cold, flu symptoms, rashes and bladder infections. Doctors can send a prescription to your pharmacy for most medications over BlueCare. 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.

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 doctor's visit, the BlueCare doctor will use his/her best judgment to decide which drug is most appropriate for your condition. Follow the doctor's advice – if you see a doctor on BlueCare, and he/she tells you that you should come into a doctor's 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.