

# About BlueCare During the COVID-19 Pandemic

BlueCare is Blue Cross and Blue Shield of Louisiana’s telehealth platform, which lets you have online visits with medical and behavioral health providers using a computer, smartphone, tablet or any device with internet and a camera.

## ONLINE VISITS FOR \$0

During this time, as everyone is focused on their health needs, Blue Cross wants to make it as easy as possible for our customers to get the care they need. Due to the COVID-19 pandemic, all Blue Cross customers and dependents covered on their plans can now use BlueCare for medical and behavioral health visits with **\$0 cost sharing**. This means no out-of-pocket cost for our customers and their dependents who use BlueCare for online visits.

## MEDICAL

At no charge, BlueCare is a better option for care than ER or urgent care visits for minor, non-emergency illnesses like:

- Fever
- Sinus infections
- Rashes
- Cold or cough
- Bladder infections
- Allergies
- Flu symptoms
- Vomiting, diarrhea
- Pink eye

## BEHAVIORAL HEALTH

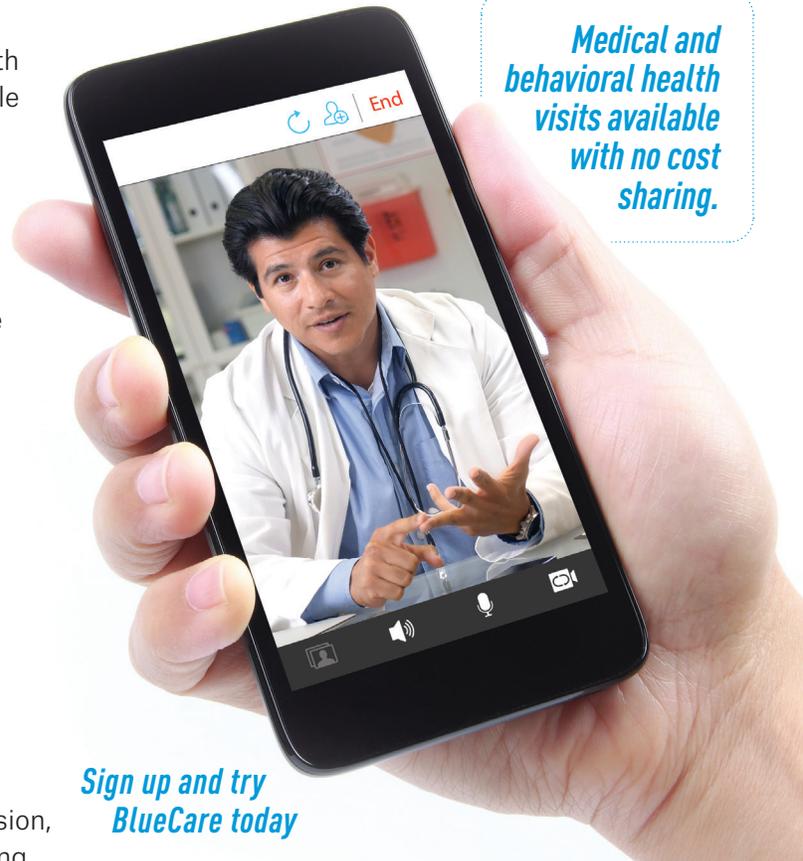
Online appointments are also available with no cost sharing for behavioral health needs, including depression, grief, stress, life transitions, anxiety, couples’ counseling, substance abuse and more. Customers can log in and schedule a visit with a psychology or psychiatry provider who is trained and certified in telehealth care.

## MORE BLUECARE FEATURES

Customers can use BlueCare to get a prescription if their doctor thinks it’s necessary, to check in with a doctor if they need a follow-up visit, or when traveling. BlueCare providers are available in all 50 states. All providers are U.S.-trained and board-certified. BlueCare meets state and federal healthcare services laws, is HIPAA-compliant and is as legitimate as an in-person visit.

## HOW TO SIGN UP

Customers can go to **www.BlueCareLA.com** or **download the BlueCare (one word) app from the App Store (Apple devices) or Google Play (Android devices)**. To connect to BlueCare, the customer will create a log-in ID and password from a computer or mobile device. Once logged on, customers can see which providers are available for online visits and choose the provider they want to see.



*Medical and behavioral health visits available with no cost sharing.*

*Sign up and try BlueCare today*



# Questions about BlueCare During the COVID-19 Pandemic

## WHO CAN USE BLUECARE WITH NO COST SHARING?

During this time, all Blue Cross members can use BlueCare with no cost sharing for online medical or behavioral health visits. This means no out-of-pocket costs for our members and dependents covered on their plans. This is effective until further notice.

## WHAT IS THE WAIT TIME TO SEE A BLUECARE PROVIDER?

For medical online visits, BlueCare is experiencing longer-than-usual wait times because of increased demand. The doctors will see you as soon as possible. You can also check your regular healthcare provider's website or call the office to see if they offer telehealth options. You will need to pay your usual cost-sharing amount (copayment, coinsurance and/or deductible) to use telehealth services other than BlueCare. This amount depends on your plan type and benefits.

If you are experiencing symptoms of COVID-19, talk to your healthcare provider, who will let you know if you need to be seen in person for testing, and can work with you to arrange this. If you don't have a doctor, please call Louisiana's statewide 211 network. For behavioral health online visits, you can schedule an appointment at anytime; available appointment times will vary by provider.

## WHAT CAN I USE BLUECARE FOR?

You can use BlueCare to have online visits with medical and behavioral health providers. If you normally see a provider other than the one you see on BlueCare, you can choose to have a record of that visit sent to your regular provider so he/she will know about it.

**MEDICAL** - BlueCare visits are good for treating non-emergency, minor illnesses like fever, sinus infections, stomach bugs, allergies, pink eye, cough, cold, flu symptoms, rashes and bladder infections. If necessary, doctors can send a prescription for most medications to your pharmacy over BlueCare. If you need one, BlueCare doctors can give work or school absence excuses by request. You can also use BlueCare to check in with a doctor when you need follow-up care or have to travel. 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.

**BEHAVIORAL HEALTH** - You can use BlueCare to have online appointments for behavioral health needs, including depression, grief, stress, life transitions, anxiety, couples' counseling, substance abuse and more. Simply log in and schedule a visit with a psychology or psychiatry provider who is trained and certified in telehealth.

## CAN I GET PRESCRIPTIONS WITH BLUECARE?

Yes. In most cases, BlueCare doctors can give you a new prescription to treat most common conditions or a refill during your online visit. 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 healthcare visit, the BlueCare provider will use his/her best judgment to decide which drug is most appropriate for your condition. Follow the provider's advice. If you see a provider on BlueCare, and he/she tells you that you should come into an office to decide which drug is best for your health needs, you should do so.