



Welcome to Quality Blue Primary Care!

As a Blue Cross and Blue Shield of Louisiana customer, your health is important to us. That's why we are working with your primary care provider through our Quality Blue Primary Care program – together, we can help you have a better, easier healthcare experience.

Because you are a Blue Cross customer and are going to a provider who is in Quality Blue, you are included in the program. You do not need to do anything special or pay anything extra.

How to make sure your provider is in Quality Blue:

- Provider must be a General Practice, Family Practice, Internal Medicine or Geriatrics provider to be in Quality Blue.
- Look up your provider's name in our online directory at www.bcbsla.com/FindCare. Quality Blue providers have a blue Q next to their names.
- The providers who are Top Performers in Quality Blue have stars next to their names, too.
- You can ask your provider if he/she is in Quality Blue.

Quality Blue

PRIMARY CARE

If you have any questions about QBPC:

Call Customer Service at the toll-free number on the back of your member ID card.

If you have questions about how Blue Cross may share your claims information with your provider's office, please call the Blue Cross Information Governance Office at (225) 298-1751.

For more information about Quality Blue Primary Care, visit www.bcbsla.com/MyQBPC.

Looking for a provider who is in QBPC?

Visit www.bcbsla.com/findcare, and look for the blue Q symbol [Q] in the Provider Directory.

Need to reach Blue Cross Health Coaches?

Call 1-800-317-2299
M-F 8 a.m. – 5 p.m.
(except office holidays)

Your health plan may cover some preventive services for obesity, heart disease and diabetes at low or no cost. This depends on your benefits. Ask Customer Service for more information.

Putting a Team Behind You for Better Health



Blue Cross and Blue Shield of Louisiana is incorporated as Louisiana Health Service & Indemnity Company. HMO Louisiana, Inc. is a subsidiary of Blue Cross and Blue Shield of Louisiana. Both companies are independent licensees of the Blue Cross and Blue Shield Association.

How does Quality Blue work?

- Blue Cross makes your health claims information available securely to your provider's office.
- This helps your provider learn more about your health history and anything that's happened since your last visit – before you come in for an appointment.
- Your provider's office or Blue Cross may check in with you more often or ask you to have checkups besides your annual wellness visit. This is to make sure you get what you need to stay on top of your health.
- Blue Cross pays your provider for taking extra steps to make it easy for you to get the care you need.

What do I get out of being in Quality Blue Primary Care?

Health coaching

If you have a long-term health need like high blood pressure, diabetes, heart disease or kidney disease, our Blue Cross nurses may call you between your provider's appointments. The nurses will help you get ready for office visits or set goals to improve your health.

Blue Cross also has social workers and dietitians who may work with you to help you meet your health goals.

If you work with a health coach as recommended, you may be able to get select generic drugs for free to treat some of your health conditions.

Reminders

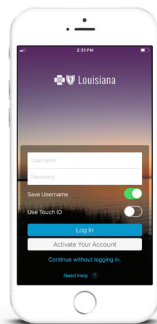
Your provider and Blue Cross care about your health and will work together to reach out to you about upcoming appointments or screenings, shots and tests you should have. You may get these important reminders by phone or mail.

Lower copays

If you are on a Blue Cross health plan that has copayments for primary care office visits, you may get lower copayments for office visits with a Quality Blue provider.

This depends on your plan's benefits, and it is only for the office visit. You will still pay your regular copayment for any other services, like X-rays or bloodwork, you have during an office visit.

Want to see what's covered on your plan? Sign up for your Blue Cross online account at www.bcbsla.com/activate if you have not done so yet. This is a fast, easy way to keep track of your benefits. You can check your account online or through the BCBSLA app for Android and Apple devices.



Take your online account wherever you go! Download the BCBSLA app on your iPhone or Android.

