



Community Blue Select Network

Smaller, market-defined network with emphasis on coordinated care

FAQ's

1	What is Community Blue Select Network with BCBS of Louisiana?	<ul style="list-style-type: none"> • Comprehensive, coordinated, patient-centered care • Members have a network of providers within the Community Blue Select network to choose from: Baton Rouge Clinic, Baton Rouge General Physicians Group, Baton Rouge General Medical Center, in exchange for lower premiums.
2	How is the Community Blue Select Network different than my current HMO CORE or HMO BUY-Up plan?	<p>Community Blue Select Network is a smaller, but defined network with access to providers close to where you live or work.</p> <p>You obtain access to a coordinated care team who communicate with one another to assist you in receiving the right care and at the right place.</p>
3	What happens if I need to access care from a health care provider or facility not in the Community Blue Select Network?	You are encouraged to visit in-network providers to receive the highest level of benefits. Out of network care is available at the plan's lower level of benefits , but with possible risks of balance billing.
4	What physician groups and facilities are NOT in the Community Blue Select network?	Our Lady of the Lake, Woman's Hospital, Ochsner, Lane Memorial, Plaquemine Outpatient Facility are out of network Providers.
5	Do I have access to emergency care for a life or limb injury or illness?	Yes, please visit the nearest emergency room facility. Eligible charges will be paid at the Community Blue Select network level of benefits.
6	If my dependents or I require urgent care, am I restricted to in-network facilities only?	To receive in-network benefits, you would need to utilize a Community Blue Select network Urgent Care Center.
7	Can I keep my current physician?	If your physician participates in the Community Blue Network.

8	Am I required to select a primary care physician (PCP) within the Community Blue network?	<p>Yes, upon enrollment you must choose a PCP practicing in General Practice, Internal Medicine, Family Practice, Geriatrics (for adults) or Pediatrics (for children). If one is not chosen, one will be chosen for you.</p> <p>You may also select a Nurse Practitioner or Physician’s Assistant as a PCP or one will be chosen for you.</p> <p>You can change your PCP at any time by calling BCBSLA or visiting www.bcbsla.com/findcare</p>
9	Must my PCP submit a formal referral to a specialty provider in-network?	No. Referrals are not required to see an outpatient in-network specialist. However, your in-network provider will still need to pre-certify hospital admissions or specific outpatient procedures prior to services being rendered.
10	What in-network gastroenterologists and ENT physicians are available to visit?	Please refer to www.bcbsla.com/findcare
11	How does prescription drug coverage work?	Your retail and mail order pharmacy benefits will require a separate Express Scripts ID card, as your plans do today.
12	If I travel out of state and need medical care, what should I do since the Community Blue in-network physicians are located in Louisiana?	<p>You are covered as:</p> <ul style="list-style-type: none"> • in-network for emergencies. • out-of-network for non-emergencies. <p>If you need non-emergent care, you also have access to the telemedicine services through BlueCare.</p>
13	If I travel out of state and need <u>prescriptions</u> , what should I do since the Community Blue in-network physicians are in Louisiana?	If you need a prescription refill, just contact your in-network provider to fax/electronically fill a prescription at near-by pharmacy.
14	If I have any personal health or care coordination questions, who do I contact?	Your Community Blue Primary Care Provider (PCP).
15	Am I required to seek care from a Nurse Practitioner or Physician Assistant, instead of my Primary Care Physician?	As a Community Blue member, you will access your Primary Care Physician, Nurse Practitioner or Physician’s Assistant.
16	How can I make sure that I am seeing an in-network provider?	<p>By contacting BCBSLA Customer Service:</p> <ul style="list-style-type: none"> • www.bcbsla.com/find care website • Free mobile app within the App Store – named: BlueCross BlueShield of Louisiana