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BLUEnotes

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Stop Getting Paper EOBs Today!

Did you know you can get your Explanation of Benefits (EOB) forms online instead of through the mail? You can – and it's really easy to do! Besides clearing the clutter, going paperless is good for the environment and lowers your plan's administrative costs. When we save money, we can do more to save you money.

Here's how to stop paper EOBs:

1. Log in to your online account at bcbsla.com.
2. Under **Account Management**, click **My Preferences**.
3. Under My Services, click Paperless.

After you've changed your settings, we'll stop mailing paper copies of your EOBs. Instead, we'll send you an email when one is ready to view. You can print an EOB anytime you like!

Go paperless today!

You can change back to paper EOBs at any time. Just follow the steps to change your preferences again. You can always print one from your online account or call Customer Service at the number on your ID card to request a paper copy free of charge.



How and When to Stop Taking a Drug

If you are taking a drug and want to stop taking it, it may be hard to tell when it's safe and what to do. Some drugs may need to be stopped slowly and may cause serious health problems if you stop them too quickly. These tips are a good place to start:

- **Don't stop on your own.** Call your doctor before changing how much of any drug you take. If you have a severe allergic reaction or other life-threatening side effect, seek care right away.
- **Do a drug check.** Bring all of your drugs to your doctor at least once a year and ask him or her if you need to stop taking any of them.
- **Make a plan.** Work out a stop schedule with your doctor that includes follow-up visits.
- **Know the warning signs.** Get a list of the symptoms that may happen from stopping the drug you're taking, and call your doctor if you notice any.

Remember, seeing a primary care doctor regularly will help you stay ahead of health problems. Make sure you talk about any changes you would like to make in your care with your doctor.



Blue Cross and Blue Shield of Louisiana
HMO Louisiana



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.

Stay on Top of Your Health with Quality Blue Doctors

Through our Quality Blue Primary Care program, we are working closely with your doctor to give you the best healthcare you can get.

How does Quality Blue Primary Care help you? If your doctor takes part in Quality Blue Primary Care:

- **You have a team behind you:** We work with your doctor's office to help you get or stay healthy.
- **You get the most out of your visits:** We will share certain health information so your doctor has a more complete picture of your health and needs when you go in for appointments. This saves time and effort, so you can spend more time talking with your doctor.

Quality Blue Primary Care is included as part of your benefits. You do not need to take any action to be part of this program – if you are seeing a doctor who is enrolled in the program, you are in!

Find out if a doctor is in Quality Blue Primary Care:

Look up your doctor's name in our directory at bcbsla.com/FindCare. Quality Blue primary care doctors have a blue Q next to their names. Keep in mind more doctors join all the time, so if your doctor isn't in Quality Blue Primary Care now, he or she might be soon.

Has Your Child Had a Wellness Visit in the Past Year?

Children grow and develop more and more each year. That's why taking your children to the doctor for a well-child visit each year is so important. This lets your child's doctor do a checkup for physical, emotional and social development, to make sure your son or daughter is meeting the right age milestones. And, with regular check-ups, you and your child's doctor can keep an eye on his/her health and catch any issues early, when they are easier to treat.

The American Academy of Pediatrics suggests all children have a yearly doctor visit, even if they are healthy. Blue Cross and Blue Shield of Louisiana reminds you and the other families we cover to take advantage of this healthcare.

Follow-up Care for Mental Health after a Hospital Stay

Mental illness is a health problem that sometimes means a hospital stay is needed to get you better. Much like any hospital stay, follow-up care is important after you leave. Experts say, if you follow up with your doctor one week after your hospital stay, your chances of going back to the hospital are lower. Checking in with your doctor or mental health provider helps you both make sure your care plan is working and you reach your goals, so that you can get better.

The hospital staff is there to help.

The day you check in, the hospital will start making a plan for what happens after your stay. It's a good idea to have someone close to you there so they can help you follow the care plan while you're there and after you leave. The hospital staff will work with you, your doctor and your caregiver on your plan to make sure you can follow it. Sometimes, this means working out how you will get to your visits and how you may pay for care. The hospital usually sets the date for your follow-up visit with a mental health provider at one week after your stay. You should let the staff know if you have any problem getting to this appointment.

Our case managers are here, too.

After discharge, one of our case managers will call you to make sure someone is checking in with you after you leave the hospital. He or she will be happy to help you find a mental health provider and help you follow your plan. If you need help during your hospital stay for mental illness or for mental health questions, New Directions* case managers are happy to serve you. Just call the Customer Service number on your ID card and ask to speak to a mental health case manager.

*New Directions Behavioral Health® is an independent company that administers behavioral healthcare services on behalf of Blue Cross and Blue Shield of Louisiana.

Follow Us on Facebook

Get updates, health tips, news and more when you "like" Blue Cross and Blue Shield of Louisiana on Facebook. Just go to www.facebook.com/bluecrossla. Click **Like**.



Save on Gym Memberships

Blue Cross and Blue Shield of Louisiana and HMO Louisiana, Inc. members can save on gym memberships through Healthways™ Fitness Your Way, part of our Blue365 discount program. Healthways lets you choose from a list of many fitness gyms, in town or across the country, for just \$25 a month.

On budget

- Only \$25 per month and a low \$25 sign-up fee, with a three-month commitment
- Get up to 30% off certain other health and well-being services
- Save on some products that are part of the program

On your own time

- Visit any gym in the program — anytime, anywhere — as often as you like
- Gyms include select Anytime Fitness®, Curves® and Snap Fitness® and more; use the ZIP code finder to find gyms near you
- Get well-being support, health facts and online health coaching

Easy to reach your goals

- Find fitness classes that fit you and your needs
- Easy online tools to track your goals
- Stay inspired with social networking, rewards and the Daily Challenge

Find out more about the Healthways gym discount by logging in to your account at bcbsla.com. Click My Health, then Discounts.

Benefits to Go

When you're a Blue Cross and Blue Shield of Louisiana or HMO Louisiana, Inc. member, you take your healthcare benefits with you when you travel. The BlueCard® Program gives you access to doctors and hospitals across the country and around the world.

When you are outside your plan's service area, here are three ways to find doctors and hospitals:

- Download the Blue National Doctor & Hospital Finder app on your smartphone.
- Go to the BlueCard® Doctor and Hospital Finder at bcbs.com.
- Call BlueCard Access® toll-free at **1-800-810-BLUE** (or **1-800-810-2583**).

Be sure to go to a BlueCard® doctor or hospital to get the highest level of benefits. Just show them your member ID card you already have for your plan. The suitcase symbol on your card will tell the doctor that you have BlueCard® benefits.

Are You Ready for Hurricane Season?

It's always smart to be ready for hurricanes during the months of June to November, but severe weather could strike at any time. We urge you to be ready for any time when you may not be able to get to your regular doctor or pharmacy because of weather damage.

Start by taking this smart step:

Sign up for an online account on bcbsla.com.

No matter where you are, you can get your Blue Health Record, a three-year history of your claims with us, which you can share with doctors or the pharmacy while you're away from home.

Visit bcbsla.com/hurricane for more information about hurricane and severe weather preparedness with regard to your healthcare.

Blue Cross Welcomes New CEO

Blue Cross and Blue Shield of Louisiana and HMO Louisiana Inc. announce Dr. I. Steve Udvarhelyi (pronounced ood-ver-hi) as the company's President and CEO. Dr. Steve, as he prefers to be called, began his work at our plan February 16th. The board selected Udvarhelyi to succeed Mike Reitz, who was CEO for seven years of his 40-year career with Blue Cross.

An internist and academic medicine physician by training, Dr. Udvarhelyi began working for health insurance companies so he could help implement changes in healthcare. He brings a wealth of healthcare leadership experience to Blue Cross.

"When Mike Reitz told us last year that he planned to retire, we knew we had very big shoes to fill," said Dan S. Borné, chairman of the Blue Cross and Blue Shield of Louisiana Board of Directors.

The Board conducted a nationwide search to find the best candidate to take Reitz's place. "We have found the perfect candidate in Steve. He is a man of great character, great experience and great strategic vision, which makes him perfectly suited to take the lead at Blue Cross and build on Mike's Reitz's work," Borne' said.

"Mike, the Board and the leadership here at Blue Cross have done a tremendous job in creating a great company, which I am thankful to have the chance to come here and lead," Udvarhelyi said. "Working together with our customers, doctors in our networks, employers and others, we have a real chance to build on his legacy and make Louisiana's healthcare system better."

Before joining Blue Cross, Udvarhelyi spent nearly 20 years at Independence Blue Cross, headquartered in Philadelphia, where he served in a variety of roles, most recently executive vice president, health services and chief strategy officer.

Udvarhelyi is an internal medicine physician and was an academic medicine faculty member at Harvard Medical School and Brigham and Woman's Hospital in Boston, where he conducted research on healthcare cost, quality and access issues.

Udvarhelyi decided he wanted to take on these challenges instead of just studying them, and he switched to working on the payer side, with health insurance companies. He began working with Prudential

Health Care and served in several roles, including running the company's Florida health plans, before joining Independence Blue Cross.

"My varied work experiences have let me look at the healthcare system from many different angles – as a patient, as a doctor treating patients, as someone responsible for the management of physician groups, as part of a large health system, as a healthcare researcher and as a payer," Udvarhelyi said. "I understand how complex healthcare is, and I see how we can use strong partnerships to improve healthcare and make it more accessible, more affordable and of a greater value to everyone."

Reitz, who assisted the Board with the national search for a new CEO, said he knows he is leaving Blue Cross in good hands with Udvarhelyi's leadership.

"We chose the best possible candidate, and I know Steve will build on our foundation," Reitz said. "Although he is new to our state, he has worked on many of the same challenges we face here, and that will help him further our mission to improve the health and lives of Louisianians."

