

Select Network product designed for Orleans,  
Jefferson and St. Tammany parishes



INDIVIDUAL PLANS | 2017



## **BEFORE YOU CONTINUE...**

### **Blue Connect is a Select Network product.**

Select Network products are fast becoming the go-to health insurance solution. That's because they offer big cost savings and high quality, coordinated care in your community. Please read this guide and talk with an agent before buying Blue Connect to make sure this is the right health plan for you and your family.

### **It is a perfect fit for some, and not for others.**

#### **Blue Connect may be a good fit if you:**

- Are willing to accept a smaller network size for a lower premium and less costly care
- Have reviewed the provider directory and are willing to visit doctors, clinics and hospitals in the Blue Connect network
- Want waived (\$0) copays for your PCP office visits with an in-network Quality Blue Primary Care doctor

#### **You may want to look at other types of health plans if you:**

- Are willing to pay higher monthly premiums to have a broader network and avoid unexpected out-of-pocket expenses
- Need to seek care outside of the Blue Connect network

# Welcome to Blue Connect: Great Care at a Lower Price!

Your Select Network plan is designed to save you money. In exchange for these savings, you must be willing to seek care from primary care doctors, specialists, and local hospitals in your network. There's no correlation between cost and quality – *a limited number of providers doesn't mean limited services*. Select network plans offer the same level of care and benefits as other broader network plans, including emergency room services!

## What's different about Blue Connect?

- **Your network of doctors and hospitals is more defined** than other insurance plans. But you still have a full network of primary care doctors, specialists and other healthcare providers in your area.
- **You have a coordinated care team** of healthcare professionals who talk to each other and help you get the right care in the right place.
- **Staying in network is very important!** As long as you get care within your Blue Connect network, you will always pay less than if you get care outside of the network.

## Before you get started, think about:

- Are the doctors/clinics you go to the most in the Blue Connect network?
- How much do you want to pay for your monthly premium and how much do you want to pay out of pocket?
- Are you willing to work with your primary care doctor to get the most from your plan?

These answers can help you decide if Blue Connect is right for you.



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HMO Louisiana

+



Your health plan

Your insurance  
company

Your network of doctors  
and hospitals

# Stay In-Network!

We are able to offer you Blue Connect at a lower premium price than our other plans because we limit the network of doctors and hospitals. In order to get the most out of your health plan and keep your costs as low as possible, it's important that you only visit providers who are in the Blue Connect network.

Reminder: You must live in Orleans, Jefferson or St. Tammany Parish to purchase Blue Connect.

## Your Blue Connect Doctors

You **must** pick a primary care doctor in the Blue Connect network to handle most of your medical needs when you are sick or injured. In the Greater New Orleans and Northshore areas, pick a Blue Connect doctor from the **Ochsner Health System or one of its affiliates**.



## Your Blue Connect Hospitals

It's also important that if you need to have surgery, deliver a baby or go to a hospital for any reason, you go to an in-network hospital.

If you go to an out-of-network hospital, you will have to cover the costs out of pocket, and it will cost a lot more than going to an in-network hospital.

For hospital care in Blue Connect, always go to an Ochsner Health System affiliated hospital in the Greater New Orleans/Northshore area.

In a true emergency situation, go to the nearest hospital. Your insurance will pay for your care no matter which hospital you choose.

## Extended Blue Connect Network

In addition to healthcare professionals in the Greater New Orleans/Northshore area, your Blue Connect network consists of:

- Ochsner Health System doctors in the Baton Rouge area
- Participating providers in the Greater Lafayette area

This means you have an extended network of providers for your healthcare needs when traveling in any of these areas. Always try to seek care from an in-network provider no matter where you are.

Visit **[www.bcbsla.com/findcare](http://www.bcbsla.com/findcare)** or use the BCBSLA mobile app to search for participating providers in your network.



## What is Coordinated Care?

One of the main benefits of a Select Network plan is the coordinated care you'll receive. This means that all of your healthcare professionals will be working as a team to give you the right care, at the right time, in the right places to keep you healthy.

Coordinated care works best when you work with your doctors as an equal partner. With Blue Connect, you will get the best care when:

- You choose a primary care doctor in the Blue Connect network whom you will see when you're sick or injured.
- You take a Personal Health Assessment, which will help your care team get a full picture of your overall health.
- You are proactive about your health by:
  - Seeing your in-network primary care doctor regularly
  - Following your care plans and getting routine exams, checkups and tests
  - Taking medicines as they are prescribed to you
  - Taking advantage of the preventive and wellness services included in your plan at no additional cost to you
  - Letting your primary care doctor know when you see other doctors



# Quality Blue Primary Care

Through our Quality Blue Primary Care (QBPC) program, we share data and information with your in-network doctors enrolled in the program to help them give you focused care. This program is already getting great results for patients, particularly those with chronic conditions.

## What is better with our Quality Blue Primary Care program?

- **Health coaching**


If you have a condition such as high blood pressure, diabetes, heart disease or chronic kidney disease, you may receive helpful calls and extra attention from our Blue Cross nurses between your doctor's appointments to help you stay healthy.

- **Waived (\$0) copays!**

If your doctor is in the Quality Blue Primary Care program and your health plan has a copayment for primary care doctor visits, your copayment will be waived for office visits with your doctor/nurse practitioner. Please see the benefit grid located in this brochure for your particular plan information.

QBPC is part of any Blue Cross member's benefits. Check out **[www.bcbsla.com/myQBPC](http://www.bcbsla.com/myQBPC)** to learn more about how this program helps you.

## Is my doctor in Quality Blue Primary Care?

Look up your doctor's name in the Blue Connect network directory at **[www.bcbsla.com/findcare](http://www.bcbsla.com/findcare)**. QBPC doctors have a [  ] next to their names.





## Your Cost Share

These are the terms you need to know to help you understand your plan.

- **Premium**

A premium is the monthly payment you have to pay for your plan.

- **Copayment**

If your plan has a copayment, this means that you pay a set dollar amount, or flat fee, for some kinds of care, such as at your doctor's office or pharmacy. Your copayment will be a lower amount for a primary care doctor and higher for specialists.

- **Deductible**

If you choose a plan with a deductible, this is the amount you must pay up front before your insurance pays for your care. If your plan also has copayments, these "copays" will not count toward your deductible. Your plan will have an in-network deductible and a separate out-of-network deductible.

- **Coinsurance**

Once you've paid your deductible, you'll pay a set percentage, or coinsurance, for your care. You will pay the lowest coinsurance amount when you stay in-network for care.

- **Maximum Out-of-Pocket**

What you pay toward your medical and pharmacy deductibles, copayments and coinsurance applies to your maximum out-of-pocket. Once you've reached your maximum out-of-pocket, your insurance will pay 100% of the cost of covered care for the remainder of the calendar year. A separate out-of-pocket-maximum will apply for services you receive out of your network.

# What All Plans Cover

All individual Blue Cross health insurance plans meet the rules set by the healthcare reform laws. Any plan you buy will offer the following key benefits and services:

## Essential Health Benefits

- **Office visits**  
A visit to a clinic or physician's office.
- **Prescription drugs**  
Drugs prescribed by a doctor to treat an acute illness, like an infection, or an ongoing condition, like high blood pressure.
- **Preventive and wellness services and chronic disease management**  
These services include routine physicals, screenings and immunizations. Chronic disease management is an integrated approach to manage an ongoing condition, like asthma or diabetes.
- **Hospitalization**  
Care you receive as a patient in a hospital.
- **Emergency services**  
Care for conditions which, if not immediately treated, could lead to serious disability or death.
- **Lab tests, blood work, X-rays**  
Testing blood, tissues, etc. from a patient to help a doctor diagnose a medical condition and monitor the effectiveness of treatment.
- **Maternity and newborn care**  
Care provided to women during pregnancy and during and after labor; care for newly-born children.
- **Mental health care and substance abuse disorder services, including behavioral health treatment**  
Care to evaluate, diagnose and treat mental health and substance abuse issues.
- **Pediatric dental and vision services**  
All plans include benefits for annual pediatric eye exams, glasses, dental exams, cleanings, fluoride treatment, fillings and oral surgery.
- **Rehabilitation services and devices**  
Services and devices to help people with injuries, disabilities or chronic conditions gain or recover mental and physical skills.
- **Contraceptive coverage**  
Contraceptive methods and counseling available, as prescribed by a healthcare provider.





## Preventive and Wellness Benefits

Preventive and wellness services are covered at 100% when you go to a provider in your network. These covered services include annual exams, colonoscopies, mammograms and more. See [www.bcbsla.com/preventive](http://www.bcbsla.com/preventive) for a full list of services that are covered.

## Care Management

We offer care management programs to help members with chronic conditions or serious injuries such as diabetes, heart disease and chronic lung conditions like asthma. If you have any of these conditions, these programs help you move through the medical system and get the best possible care in a timely manner.

## BlueCare: Greater Access Through Telemedicine

BlueCare makes it easy and convenient to get care with virtual, online doctor visits through a partnership with American Well\*. You can “meet” with a doctor anytime and anywhere, without having to drive to a clinic.

- BlueCare appointments take place using a home or office computer, smartphone, tablet or other internet-accessible device.
- Your doctor or clinician can review your clinical information, speak with and see you as a patient, and even prescribe certain medications if needed.

Download the [BlueCare app](#) to your mobile device today or visit [www.BlueCareLA.com](http://www.BlueCareLA.com)

\*American Well is an independent company providing telehealth services to Blue Cross and Blue Shield of Louisiana and HMO Louisiana, Inc. members.

## Blue365®

Blue365® offers you discounts on health and wellness resources, 365 days a year. Blue Cross and HMO members enjoy special discounts on many services, such as:

- Gym memberships
- Diet programs
- Sports, clothing and shoes
- Eye care
- Elective procedures (ex. LASIK)
- Hearing aids

Register for your online account at [www.blue365deals.com/BCBSLA](http://www.blue365deals.com/BCBSLA) to access these exclusive discounts!



## Also Available

- **Blue Dental for Individuals and Families**

Oral health is about more than a good smile. It's an important component of overall health. That's why we offer Blue Dental plans to individuals and families. It's just another way we help connect you to a life of better overall health. Contact your agent or visit [www.bcbsla.com/bluedental](http://www.bcbsla.com/bluedental) for more information.

- **GeoBlue: Health Plans for Travelers**

You can take comfort in the fact that you have access to the best medical care when traveling abroad with our international health plan, GeoBlue. From a two-week leisure trip to a two-year work assignment abroad, you can have the security of knowing you have quality medical care. Visit [www.bcbsla.com/geoblue](http://www.bcbsla.com/geoblue) for more information.

# Your Blue Connect Benefits

Know before you go: Visit [www.bcbsla.com/findcare](http://www.bcbsla.com/findcare) or use the BCBSLA mobile app to search for participating providers in your network.

## When you need care, consider your options:

- **Your primary care doctor or specialist**

If you are sick or injured, but it's not a life-threatening emergency, call your doctor and set up an office visit. Make sure that your primary care doctor is in your network, as well as any specialists you may see.

- **Urgent care**

If you can't reach your doctor, or if it's after hours, consider going to an urgent care or after-hours clinic. The wait time will be less than in an emergency room, and you can save money. Call ahead to make sure the urgent care clinic is in your network.

- **Emergencies**

If you have a true emergency, call 911 right away or go to the nearest hospital. When it's a true emergency, your insurance will pay for your care no matter which hospital you choose. However, once you're stabilized, we may ask you to move to a hospital in your network.

Look for these signs to tell whether it's an emergency:

- Fainting or unconsciousness
- Breathing trouble or choking
- Nonstop bleeding
- Coughing or vomiting blood
- Chest pain
- Sudden or severe pain anywhere
- Sudden dizziness

- **Planned stays in the hospital**

**If you go to an Ochsner Health System or affiliated facility:**

As long as you're staying at an Ochsner Health System facility and your doctor receives an authorization from us before your stay, then you will get in-network benefits.

**If you go to another hospital that is outside of the network:**

If the hospital is outside of your Blue Connect network, you will need prior authorization to determine whether your stay is medically necessary. You will pay higher out-of-network costs. You may also be balance billed.

- **Lab services**

Blue Connect has a select laboratory network. If you go to a lab in the network, you will pay less than you would for tests done by a lab outside of the network. If you have tests done outside of the network, you may have to pay higher costs, up to the billed charge.

- **Prior authorization**

Some kinds of care, including inpatient and outpatient services and supplies, require a prior authorization from us, which will determine the medical necessity of the service or supply. Your in-network provider will take care of the authorization for you.

For a list of services and supplies requiring prior authorization, please refer to your schedule of benefits.



# Your Prescription Drug Coverage

Prescription drug benefits are included in all plans. A mail order program is also available. Drug benefits are managed by Express Scripts.\* To get the most value from your drug benefits, you should take a drug that is covered under your plan.

## Covered Drug Lists

Your plan has a covered drug list, or formulary, that includes thousands of generic and brand drugs, but not every drug is covered. How much you pay for the drugs on the list depends on the plan you choose and the drug you buy. If you fill a drug that is not on the covered drug list, you could have to pay the full cost of the drug.

### Two things a covered drug list can tell you:

1. If there are other drugs you can take for your health problem that will cost you less.
2. If there are any rules that you must follow before a drug is covered.

## Find out if your drugs are covered before you fill

You and your doctor can check to see if drugs you take are covered at **[www.bcbsla.com/pharmacy](http://www.bcbsla.com/pharmacy)**. If your doctor orders a new drug for you, ask him or her if the drug is on your covered drug list before you go to the pharmacy.

\*Express Scripts, Inc. is an independent company that provides pharmacy benefit management services to Blue Cross and Blue Shield of Louisiana, Inc. and HMO Louisiana, Inc.







## Pay close attention to what your plan has. Is it a 2-Tier or a 3-Tier pharmacy plan?

This means that your plan has either two tiers of cost for drugs or three tiers of cost for drugs. Drugs in the lower tiers cost less than drugs in the higher tiers. To save the most money, start with a drug in tier 1. If that one doesn't work, you can talk to your doctor about a higher cost drug in a higher tier, and so on.

2-Tier Pharmacy Plans		
Coinsurance will apply once your medical deductible is met.		
Tier 1	\$	Generic Drugs
Tier 2	\$\$	Brand Drugs

3-Tier Pharmacy Plans		
A separate drug deductible may apply, then copayments or coinsurance.		
Tier 1	\$	Primarily generic drugs (traditional and specialty), although some brand-name drugs may fall into this category
Tier 2	\$\$	Includes traditional and specialty brands and generics and biosimilars
Tier 3	\$\$\$	Includes traditional and specialty brands and generics and biosimilars and covered compound drugs

PLAN COMPARISONS

METAL LEVEL		GOLD
		Deductible: \$1,000
Plan name		Blue Connect Copay 80/60 \$1,000
Deductible options for benefit period in-network	Single	\$1,000
	Family	\$3,000
Max out-of-pocket including deductible, copayments & coinsurance	Single	\$5,000
	Family	\$10,000
Coinsurance in-network	We pay	80%
	You pay	20%
Coinsurance out-of-network	We pay	60%
	You pay	40%
If you go to a doctor’s office	Primary	\$40 per visit
	QBPC	\$0 per visit
	Specialist	\$60 per visit
Urgent care	You pay	\$60 per visit
If you go to an outpatient ambulatory surgical center		Deductible then 20% coinsurance
If you go to an emergency room		\$350 copay per visit; waived if admitted
If you are admitted as an inpatient to a hospital		Deductible then 20% coinsurance
Drug deductible per member		\$500 separate drug deductible
Prescription drugs per fill	You pay	<b>Tier 1:</b> Drug deductible then \$7 copay <b>Tier 2:</b> Drug deductible then 20% coinsurance (\$250 max) <b>Tier 3:</b> Drug deductible then 30% coinsurance (\$250 max)
Preventive care services		Plan pays 100% in-network
Pregnancy care office visit		\$60
Physical, occupational, and speech therapy rehabilitation services		\$40 per visit
Mental health & substance abuse facility	Inpatient	Deductible then 20% coinsurance
	Outpatient	Deductible then 20% coinsurance
Pediatric dental & vision		You will pay \$0 for diagnostic & preventive dental and routine eye exams & hardware when received from a network provider

SILVER	
Deductible: \$3,000	Deductible: \$3,500
Blue Connect 80/60 \$3,000	Blue Connect Copay 70/50 \$3,500
\$3,000	\$3,500
\$9,000	\$10,500
\$5,100	\$6,850
\$10,200	\$13,700
80%	70%
20%	30%
60%	50%
40%	50%
Deductible then 20% coinsurance	\$40 per visit
Deductible then 20% coinsurance	\$0 per visit
Deductible then 20% coinsurance	\$60 per visit
Deductible then 20% coinsurance	\$60 per visit
Deductible then 20% coinsurance	Deductible then 30% coinsurance
Deductible then 20% coinsurance	\$350 copay per visit; waived if admitted
Deductible then 20% coinsurance	Deductible then 30% coinsurance
No separate drug deductible; medical deductible applies	\$500 separate drug deductible
<b>Tier 1:</b> Medical deductible then 20% Generic coinsurance <b>Tier 2:</b> Medical deductible then 40% Brand coinsurance	<b>Tier 1:</b> Drug deductible then \$15 copay <b>Tier 2:</b> Drug deductible then 20% coinsurance (\$250 max) <b>Tier 3:</b> Drug deductible then 30% coinsurance (\$250 max)
Plan pays 100% in-network	Plan pays 100% in-network
Deductible then 20% coinsurance	\$60
Deductible then 20% coinsurance	\$40 per visit
Deductible then 20% coinsurance	Deductible then 30% coinsurance
Deductible then 20% coinsurance	Deductible then 30% coinsurance
You will pay \$0 for diagnostic & preventive dental and routine eye exams & hardware when received from a network provider	

## Online Convenience

Login or register for your online account at [www.bcbsla.com](http://www.bcbsla.com), where you can:



- **Take Your Personal Health Assessment**  
Learn your risks, get access to a personalized action plan and plan for a lifetime of good health.
- **Get Wellness Discounts**  
Find Blue365® discounts on gym memberships, workout clothes, diet programs, Lasik surgery and more.
- **Manage Your Account**  
Request an ID card, change your contact information, view claims data and more.
- **Get Your Personal Health Record**  
Store and organize important health information in a secure, password-protected online record.

## Mobile is the Way to Go

Download our app on your iPhone or Android and have your healthcare information at your fingertips!



- **Find a Doctor**  
Find urgent care, locate a doctor or hospital, get directions and save locations to any doctor or hospital.
- **View Your Claims**  
See all of your important health information, like your costs and balances and benefits.
- **Contact Us**  
Submit a question about your claims or benefits on our mobile app. You can also get maps and directions to any of our local offices or talk to a Customer Service representative.

# We're Here to Help

With the Cross and Shield, you'll have the support you need to protect every day.



## Your Agent

Get personal assistance from your agent, who can answer your questions, help you choose the plan that's right for you and guide you through the enrollment process – at no cost to you! Don't have an agent? Give us a call and we can connect you with someone to help.



## Online

Your online account lets you manage your account, pay bills, order ID cards, review your benefits and see claims status. It also gives you exclusive access to wellness tools and discounts. Go to **[www.bcbsla.com](http://www.bcbsla.com)** today to register for your account. For answers to your questions online, visit **[www.bcbsla.com/contactus](http://www.bcbsla.com/contactus)** to submit a secure online inquiry form.




## By Phone

Help is just a phone call away. Call Customer Service toll-free at **1 (800) 495-2583** from 8 a.m. to 5 p.m. CST, Monday through Friday.



# Compare Select Network Plans to Traditional PPO Plans

Trying to decide which plan is right for you? The chart below can help you compare networks, coverage and benefits, and your cost.

		TRADITIONAL PPO PLANS <i>(like Blue Max and BlueSaver)</i>	SELECT NETWORK PLANS <i>(like Blue Connect)</i>
Provider Network	<b>Network Size</b> <i>Search for participating providers at <a href="https://bcbsla.com/findcare">bcbsla.com/findcare</a></i>	Broad, national network	Smaller, market-defined network; emphasis on coordinated care
	<b>Network Quality</b>	High quality providers serving a wide range of specialties and conditions	Same as PPO plans
	<b>PCP Selection</b>	Not required	Required upon enrollment
	<b>Referrals</b>	Not required	Same as PPO plans
Coverage & Benefits*	<b>Out-of-Network Coverage</b>	Included	Same as PPO plans
	<b>Out-of-State Coverage</b>	Covered as in-network through BlueCard worldwide network	Covered as in-network for emergencies Covered as out-of-network for non-emergencies (same as Blue Point of Service plans)
	<b>Essential Health Benefits (EHBs)</b>	Covered (including prescription drugs, hospitalization, lab services and office visits)	Same as PPO plans
	<b>Preventive and Wellness Services</b>	Covered at 100%	Same as PPO plans
	<b>Emergency Room Services (life-threatening)</b>	Covered as in-network	Same as PPO plans
	<b>Member Programs, Perks &amp; Benefits</b>	Wellness and care management programs for better health outcomes Blue365 – exclusive member access to health and wellness deals and discounts Identity protection service	Same as PPO plans
	<b>Premiums</b>	<b>20% HIGHER</b> , on average	<b>20% LOWER</b> , on average
Member Cost	<b>Quality Blue Primary Care (QBPC) Office Visit Copays</b> <i>Look for the  in our Provider Directory for participating QBPC providers</i>	Discounted copays	<b>\$0 (waived) copays</b>

\*Each benefit's cost share varies by plan. See your contract booklet for full details.





Blue Cross and Blue Shield of Louisiana  
HMO Louisiana  
Southern National Life

### **Nondiscrimination Notice**

Discrimination is Against the Law

Blue Cross and Blue Shield of Louisiana and its subsidiaries, HMO Louisiana, Inc. and Southern National Life Insurance Company, Inc., does not exclude people or treat them differently on the basis of race, color, national origin, age, disability or sex in its health programs or activities.

Blue Cross and Blue Shield of Louisiana and its subsidiaries:

- Provide free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (audio, accessible electronic formats)
- Provide free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, you can call the Customer Service number on the back of your ID card or email **MeaningfulAccessLanguageTranslation@bcbsla.com**. If you are hearing impaired call 1-800-711-5519 (TTY 711).

If you believe that Blue Cross, one of its subsidiaries or your employer-insured health plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you have the right to take the following steps;

**1. If you are fully insured through Blue Cross, file a grievance with Blue Cross by mail, fax, or email.**

Section 1557 Coordinator  
P. O. Box 98012  
Baton Rouge, LA 70898-9012  
225-298-7238 or 1-800-711-5519 (TTY 711)  
Fax: 225-298-7240  
Email: Section1557Coordinator@bcbsla.com

**2. If your employer owns your health plan and Blue Cross administers the plan, contact your employer or your company's Human Resources Department. To determine if your plan is fully insured by Blue Cross or owned by your employer, go to [www.bcbsla.com/checkmyplan](http://www.bcbsla.com/checkmyplan).**

Whether Blue Cross or your employer owns your plan, you can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)

Or

Electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

# 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).

Có dịch vụ thông dịch miễn phí. Nếu cần, xin vui lòng gọi cho Phục Vụ Khách Hàng theo số ở mặt sau thẻ ID của quý vị. Khách hàng nào bị suy giảm thính lực hãy gọi số 1-800-711-5519 (TTY 711).

我们为您提供免费的语言服务。如有需要，请致电您 ID 卡背面的客户服务号码。听障客户请拨打 1-800-711-5519 (TTY 711)。

الخدمات اللغوية متاحة مجاناً. يرجى، إذا اقتضى الأمر، الاتصال برقم خدمة العملاء المدون على ظهر بطاقة التعريف الخاصة بك. إذا كنت تعاني من إعاقة في السمع، فيرجى الاتصال بالرقم 1-800-711-5519 (TTY 711).

Magagamit ang mga libreng serbisyo sa wika. Kung kinakailangan, pakitawagan ang numero ng Customer Service sa likod ng iyong ID kard. Para sa mga may kapansanan sa pandinig tumawag sa 1-800-711-5519 (TTY 711).

무료 언어 서비스를 이용하실 수 있습니다. 필요한 경우 귀하의 ID 카드 뒤에 기재되어 있는 고객 서비스 번호로 연락하시기 바랍니다. 청각 장애가 있는 분은 1-800-711-5519 (TTY 711)로 연락하십시오.

Oferecemos serviços linguísticos grátis. Caso necessário, ligue para o número de Atendimento ao Cliente indicado no verso de seu cartão de identificação. Caso tenha uma deficiência auditiva, ligue para 1-800-711-5519 (TTY 711).

ພວກເຮົາມີບໍລິການແປພາສາໃຫ້ທ່ານຟຣີ. ຖ້າທ່ານຕ້ອງການບໍລິການນີ້, ກະລຸນາໂທຫາພະແນກບໍລິການລູກຄ້າຕາມເບີໂທທີ 1-800-711-5519 (TTY 711).

無料の言語サービスをご利用頂けます。あなたのIDカードの裏面に記載されているサポートセンターの電話番号までご連絡ください。聴覚障害がある場合は、1-800-711-5519 (TTY711)までご連絡ください。

زبان سے متعلق مفت خدمات دستیاب ہیں۔ اگر ضرورت ہو تو، براہ کرم اپنے آئی ڈی کارڈ کی پشت پر موجود کسٹمر سروس نمبر پر کال کریں۔ سمعی نقص والے کسٹمرز 1-800-711-5519 (TTY 711) پر کال کریں۔

Kostenlose Sprachdienste stehen zur Verfügung. Falls Sie diese benötigen, rufen Sie bitte die Kundendienstnummer auf der Rückseite Ihrer ID-Karte an. Hörbehinderte Kunden rufen bitte unter der Nummer 1-800-711-5519 (TTY 711) an.

خدمات رایگان زبان در دسترس است. در صورت نیاز، لطفاً با شماره خدمات مشتریان که در پشت کارت شناسایی تان درج شده است تماس بگیرید. مشتریانی که مشکل شنوایی دارند با شماره 1-800-711-5519 (TTY 711) تماس بگیرند.

Предлагаются бесплатные переводческие услуги. При необходимости, пожалуйста, позвоните по номеру Отдела обслуживания клиентов, указанному на оборотной стороне Вашей идентификационной карты. Клиенты с нарушениями слуха могут позвонить по номеру 1-800-711-5519 (Телефон с текстовым выходом: 711).

มีบริการด้านภาษาให้ใช้ได้ฟรี หากต้องการ โปรดโทรศัพท์ติดต่อฝ่ายการบริการลูกค้าตามหมายเลขที่อยู่ด้านหลังบัตรประจำตัวประชาชนของท่าน สำหรับลูกค้าที่มีปัญหาทางการได้ยิน โปรดโทรศัพท์ไปที่หมายเลข 1-800-711-5519 (TTY 711)



Customer Service

**800-495-2583**  
**help@bcbsla.com**

3501 North Causeway Boulevard, Suite 600  
Metairie, LA 70002

**www.bcbsla.com**