

BLUE ADVANTAGE BULLETIN

MEDICARE MADE EASY

2021

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GET THE CARE YOU NEED QUICKLY AND CONVENIENTLY

Getting sick or injured doesn't always happen during office hours. We want you to know how to get care quickly when you need it, while still staying safe during the pandemic.

It's important to remember that no matter how you get care, it may be different from what you were used to before the pandemic.

You may have:

- Extra steps like having your temperature taken or answering questions about your symptoms prior to seeing a provider
- Longer wait times during your visit to allow for extra safety precautions between patients
- Limits on who can come with you to your appointment



Here are some of the ways you can get care and how things might be different during the pandemic:

Primary Care Provider (PCP): Your primary care provider works with you to manage your health and make sure you get the care you need. Unless you have an emergency, you should start with your primary care provider for your health concerns. Ask if they offer telehealth visits, which you can do using any device with internet or a camera. There may be services like lab work or testing that can't be handled remotely. For an in-person appointment, you should wear a face mask and keep at least six feet away from others. You can call the office before you go in to find out about anything else you need to do.

Specialist: Sometimes your primary care provider may want you to see another provider for certain conditions. With Blue Advantage, you can see a specialist without a referral. Primary care provider offices typically coordinate with multiple specialist offices to provide patients with a seamless experience in providing care and managing their health. Contact your specialist to see if they offer telehealth appointments you can do from home.

Urgent Care: For issues that aren't emergencies, and when you can't see your primary care provider, you may want to go to an urgent care center. This can be a good option when you need care outside of your provider's office hours. Call ahead to see if you can make an appointment or to check on wait times. Urgent care centers often have longer wait times than your primary care provider.



Louisiana

Blue Advantage (HMO) | Blue Advantage (PPO)

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Important Blue Advantage information

THE DOCTOR WILL SEE YOU FROM HOME

Your Blue Advantage plan comes with online medical and behavioral health visits through BlueCare, which lets you have visits from your computer, smartphone, tablet or any device with internet and a camera.

BlueCare medical visits have a \$0 copay and can be used 24/7 for minor, non-emergency illnesses such as fever, flu symptoms, cold or cough, and sinus infections.

With BlueCare for behavioral health, you can schedule a visit with a psychology or psychiatry provider for a \$40 copay to discuss depression, grief, stress, life transitions and more.

Go to www.BlueCareLA.com to learn more or create an account. Be sure to enter your Blue

Advantage information when creating an account, including the **ZERODOLLAR** service key, to make sure you get your \$0 copay medical visit and so that your benefits are applied correctly.

