



Welcome to Quality Blue!

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

Because you are a Louisiana Blue 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, Pediatrics or Geriatrics provider to be in Quality Blue.
- You can ask your provider if he/she is in Quality Blue.
- Look up your provider's name in our online directory at lablue.com/findcare. If your provider is in Quality Blue, the designation will be listed next to the provider's name. As more providers join Quality Blue, the directory will be updated.

Need to reach Louisiana Blue Health Coaches?

Call 1-800-317-2299

M-F 8 a.m. – 5 p.m.

(except office holidays)

lablue.com/managingcare

If you have a long-term health condition like diabetes or heart disease, or if you're dealing with a serious illness or injury, you may be able to work with a Louisiana Blue health coach. Health coaches are nurses, dietitians, social health coaches and pharmacists who can give you personalized information and support. There is no cost to work with a health coach.

LOUISIANA
BLUE 

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Quality Blue Program

Putting a Team Behind You for Better Health



04HQ1277 R07/25



How does Quality Blue work?

Louisiana Blue 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 Louisiana Blue 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.

Louisiana Blue pays your provider for taking extra steps to make it easy for you to get the care you need.

If you have any questions about Quality Blue:

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

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

For more information about Quality Blue, visit lablue.com/qualityblue.

What do I get out of seeing a Quality Blue provider?



Keeping up with care

Getting most of your care with your provider can help you stay healthy and catch any problems early, when they're easier to treat.



Reminders

Your provider will now have more information about your health history and may send you notices about screenings, tests or shots you should have.



Lower copays

If you are on a Louisiana Blue 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.

