

Frequently Asked Questions

Q Are my clinic results private? Does Catapult tell my employer what my test results are?

A All information from clinics and the PHA is private. Your test results are not shared with your employer. An overview of information is provided to the Office of Group Benefits, but no individual employee data is identified or shared.

Q Why should I give Catapult health my email address?

A Your email address will be used according to Catapult Health and Blue Cross and Blue Shield of Louisiana privacy policies. Catapult and Blue Cross will use your email address to send you reminders of scheduled on-site clinic appointments and to let you know if you've preliminarily qualified for the premium credit on your 2019 Blue Cross health insurance.

Q Who is eligible to complete the Catapult Health clinic and earn the premium credit?

A Only an Office of Group Benefits member who is the policyholder of a Blue Cross and Blue Shield of Louisiana account is eligible to complete the clinic and qualify for the premium credit. The policyholder is the person whose name is on the policy as subscriber. You can view who is on your plan in your BCBSLA.com account under Plan Details. The member must also be the policyholder on an OGB Blue Cross health plan in 2019 to receive the premium credit. Active and retired members with or without Medicare are eligible. Members who have an OGB Blue Advantage plan are **not eligible** for Live Better Louisiana.

Q When should I go to a clinic? I completed a clinic last year. When should I go again?

A Catapult Health suggests that you complete a clinic once every 12 months to help you get the most from your checkup. If you earned your LBL credit for a prior year, you will need to complete a clinic or PCP form in the new plan year to qualify for the credit the following year.

Q Why was the PHA requirement removed?

A We listened to our members, who told us that the PHA was getting in the way of earning the premium credit, so we removed it.

Q I completed a clinic last year, do I need to do it again?

A Yes, you must complete the checkup or **Primary Care Provider (PCP) form** each year to qualify for your premium credit the next year.

Q What does 100% completion mean for the clinic and Primary Care Provider form?

A A clinic visit will be considered 100% complete if the member completes both the biometric tests (finger stick, blood pressure, weight and height) AND visits with the nurse practitioner. The PCP form is considered complete when Catapult Health receives it with correct member information and it includes biometric test results and your doctor's signature.

Q What is the premium credit? Do I have to stay on the same plan to get the discount?

A The premium credit is determined each year. Since the beginning of the program, the credit has been \$10 per month (\$120 total). You must be the primary policyholder on an OGB Blue Cross insurance plan the year the premium credit is applied, but it does not have to be the same plan.

Q If I do a Catapult check-up, can I still do my annual visit at my doctor?

A Yes, you can still see your primary care doctor for an annual checkup. Blue Cross, OGB and Catapult Health encourage members to cultivate a relationship with the doctor you see for most of your healthcare, who can help you not only when you are sick or get hurt, but with bigger issues like a long-term health condition.

Q Is a Catapult clinic safe?

A Taking part in a Catapult Health clinic is just as safe as going to your doctor's office. All Catapult technicians follow strict rules to keep you safe. You will meet with a certified Nurse Practitioner through a secure online portal, limiting the number of people onsite. Please wear a mask and do not attend your appointment if you feel sick.

Q Can my spouse who is a dependent on my plan earn the credit as well?

A At this time, Live Better Louisiana is not open to dependents. We will let members know if that changes.

Q I'm pregnant or I've had a double mastectomy with bilateral lymph node removal. What should I do?

A The Catapult health checkup is not recommended for you. You can still get your premium credit if you have your healthcare provider fill out the [Medical Exemption form](#).

Q Did I qualify for the premium credit for 2021? OR Can I check to see if I qualified for the credit?

A If you qualify for the credit, you will receive a letter from the Office of Group Benefits. Letters generally go out in December. You have to be the primary policyholder on a 2021 OGB Blue Cross plan to qualify.

You can use these step-by-step guides to check your My Blue Cross account online to determine if you completed the requirements: [View Your Catapult Clinic Record](#)

Q When will I see the 2021 credit applied?

A For LA.GOV employees, the credit will be applied \$10 each month and will start in December for active employees and January for retirees. If you are not an LA.Gov employee, please check with your HR department to find out how they will apply the credit. If you aren't sure whether you are an LA.Gov employee or not, check with your HR department.

Because the 2020 program was extended, there may have been a delay in adding the first credit on your paycheck. Check with your HR department if you do not see your credit on your paycheck.

Q I have more questions; whom can I ask?

A Call Blue Cross' customer service center at [1-800-392-4089](tel:1-800-392-4089) or email ogbhelp@bcbsla.com with any additional questions.