



Louisiana

Quality Blue

Quality Blue and Your Practice



Through Blue Cross and Blue Shield of Louisiana's Quality Blue programs, we are working closely with providers to improve health outcomes for our shared customers – your patients, our members.

Quality Blue programs give providers an opportunity to earn value-based payments and engage with Blue Cross staff to make care transformation process improvements.

Here are some important features of Quality Blue that everyone in your practice should know:

Quality Blue providers can earn regular value-based payments for treating eligible patients.

These payments are made to the Quality Blue-contracted entity, not directly to any individual provider. If you have questions about these payments or the frequency at which they are made, speak with the administrator for your contracted entity.

The value-based payments earned in Quality Blue are payments made in addition to your standard fee-for-service payments.

Quality Blue payments will not be reflected with your standard payment remittances from Blue Cross. Speak with the administrator for your entity to see a record of any Quality Blue payments made for that entity.

There are different Quality Blue programs.

In Quality Blue Primary Care, only primary care provider specialties are enrolled. There is an Outcomes-based program, in which practices must have a functioning Electronic Medical Record (EMR) that can connect to Symphony Performance Health's MDinsight software, and a Claims-based program for practices without the necessary EMR capability. Quality Blue Value Partnerships is a shared-savings program for Accountable Care Organizations (ACOs).

To get more information about Quality Blue programs and to find out which programs your entity may participate in, contact Blue Cross Provider Relations at provider.relations@bcbsla.com.

Blue Cross has dedicated staff to support the providers in Quality Blue.

This includes preparation for scheduled appointments, guidance for care transformation activities, analysis and pharmacy information. Ask your Blue Cross Provider Relations representative for more information about working with Blue Cross and how to get connected with staff who can support you to be successful in these programs.

Contact Blue Cross Provider Relations at provider.relations@bcbsla.com for more information.

You can refer your Blue Cross patients who have long-term conditions, acute health needs or serious injuries for free health coaching with Blue Cross' in-house clinical team.

Blue Cross' Care Management staff includes nurses, dietitians and social workers who will work with your patients to stay on top of chronic conditions and stick to your recommended treatment plan. To learn more about Blue Cross' Care Management programs and services, visit www.bcbsla.com/Stronger. You can refer a patient to Care Management programs by calling **1-800-317-2299** or using the Referral Form located online at www.bcbsla.com/providers.

To learn more about Quality Blue programs and which patients are eligible or get resources available to help your practices, visit:

www.bcbsla.com/QBPC