

## Manage your plan anytime, anywhere with your member account

With your online member account, you can:\*

**Get plan details:** View or download an ID card, view statements and claims, access forms, look up your plan benefits and cost share and more—all from a secure, password-protected online account.

**Take your health assessment:** Learn your risks and get access to a personalized action plan.

**Get wellness discounts:** Find Blue365® discounts on fitness memberships (in-person and virtual) and workout gear, wearable devices, meal delivery and nutrition programs, mental well-being resources, pet health resources, eye care, athletic footwear, hearing aids and more.

**Choose to go paperless:** View explanation of benefits and other documents online. Any time a document that is part of the paperless program becomes available to you, we will send you an email notification.

**Read about our language access services:** To learn more about our free language services, go to **lablue.com** or call the Customer Service number on your ID card. Hearing-impaired customers may call 1-800-711-5519 (TTY 711).

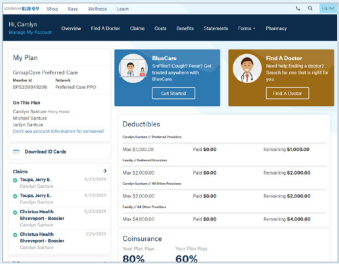
**Find providers in your network and estimate costs:** Use our Find Care online resources to search your network to find a provider for care you need. You can get plan-specific results if you log in before searching for a provider. You can search common medical procedures to see cost estimates based on your benefits. You can also get drug cost information based on your pharmacy benefits.

*\*This is not an inclusive list of online account features, and options may vary based on the plan(s) you have.*

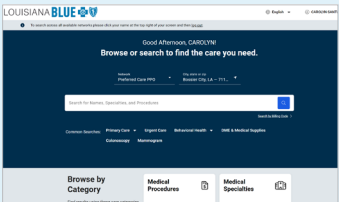
To activate your online account, visit **lablue.com/register** or call the Customer Service number on your ID card 8 a.m.-8 p.m., Monday-Friday.

## FIND CARE PROVIDER DIRECTORY

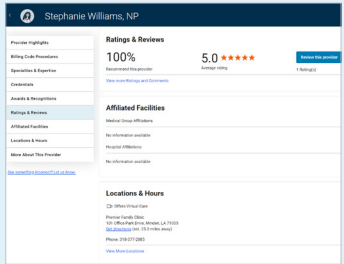
You do not have to be a member and you do not have to log in to search the directory. If you log in, results will be based on your network and location.



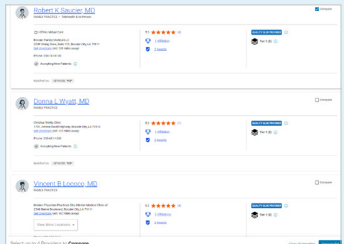
**1. In your member account, select **Find A Doctor**.**



**2. Search for a provider by name, specialties or procedures in the search bar. You can filter search results on a variety of options.**



**3. To see more details, click **View Profile** and find a list of other accepted networks, specialties and expertise, provider credentials, awards and recognitions and affiliated facilities.**



**4. To rate your provider, go to **Ratings & Reviews** on the provider profile and select **Review the Provider**.**

**5. Check the **Compare** box next to **View Profile** of the providers to compare. You can compare up to four providers. Then, click the **Compare** button.**

# FIND CARE COST ESTIMATOR TOOLS\*

The directory enhancements provide a seamless experience by integrating with the online member account and cost estimator tools. You can see cost estimates for common medical procedures or costs by billing code based on your own benefits so you can compare your options. Our cost tools help you anticipate your out-of-pocket costs and make informed decisions about your care.

The estimated costs are based on the negotiated rates with our network providers or on claims costs we paid for care provided in our most common network. Actual out-of-pocket costs depend on care and benefits at the time of service.

Log into your online member account at **findcare.lablue.com** or visit **lablue.com** to use these tools.

### Search by Procedure:



1. In your member account, select **Cost Estimator** on the left side of the screen.
2. Type what care you want to search in the search bar.
3. Choose a service under **Procedure Costs** that drops down automatically as you search.
4. Click on the provider for details on what you might pay for that service at that provider.
5. Check the **Compare** box next to **View Profile** to compare providers.

### Search by Billing Code:



1. In your member account, select **Cost Estimator** on the left side of the screen.
2. Click **Search by Billing Code** to enter a code or type a short description of a billing code. (A billing code identifies a single service provided, which may only be a part of your total care. **A complete visit or procedure may include multiple billing codes and negotiated rates.**)
3. Click on the provider's profile for more cost details. You will also see if this procedure requires prior authorizations.
4. Choose the appropriate place of service to see what your care may cost in that setting. Costs may vary at different places of services.

## MOBILE IS THE WAY TO GO

Download the **Louisiana Blue mobile app** from your App Store or Google Play today and use your same username and password to log in to your online account to get healthcare information at your fingertips!

*\*Cost estimator tools give you an idea of what your out-of-pocket costs may be. Your actual out-of-pocket costs may vary based on your care, your benefits at the time of service and many other factors explained in the tool. A cost estimate is not a guarantee of coverage. Please refer to your plan information or call Customer Service for assistance.*

Blue Cross and Blue Shield of Louisiana Provider Directory and Cost Estimator tools are offered in partnership with Zelis, an independent company that administers the S365 tool for Blue Cross and Blue Shield of Louisiana and its subsidiaries.