

Frequently Asked Questions

Q Do I have to complete a clinic before I take the PHA?

A It does not matter what order participants complete the clinic or Personal Health Assessment. We suggest completing them as soon as possible to ensure that you have completed both requirements for the premium credit and to start taking advantage of the LBL resources.

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 remaining requirements to qualify for the premium credit on your 2018 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 policyholder on an OGB Blue Cross health plan in 2018 to receive the premium credit.

Q When should I go to a clinic? Example, I completed a clinic in July 2016. 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 completed your prior clinic in July 2016, you should attempt to attend again in July 2017.

Q I completed PHA and clinic last year, do I need to do again?

A Yes, the Personal Health Assessment and Catapult Health clinic (or Primary Care Provider form) must be completed 100% annually to qualify for the premium credit.

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

A The Personal Health Assessment is considered complete when the green progress bar at the top reads 100% complete. 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 exact amount for the 2018 premium discount has not yet been finalized, but will be up to \$10 per month (\$120 total). A member must be the primary policyholder on an OGB Blue Cross insurance plan, 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 I have more questions; whom can I ask?

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