

Member Resource Guide

LOUISIANA **BLUE**  |  **Ochsner**
Health Network

Member Resource Guide

Thank you for choosing an Ochsner-affiliated health plan. We've created this member resource guide to help you and your family identify the most cost-effective and appropriate level of care for your needs. Note that this information changes frequently, so please call the health center or provider to confirm this information or visit ochsner.org for the most up-to-date Ochsner Health location information.

This is not a complete list of the participating clinics and providers for this select network. Please refer to the select network website information on the last page of this resource guide for the complete participating provider information. The health facility where you receive care may be in your network, but some doctors who work there may not be. That means you could pay more. Find out if the doctor you want to provide care is in network at findcare.lablue.com or call Ochsner's dedicated concierge team at **1-855-723-8152** Monday through Friday from **8 a.m. to 4:30 p.m.**

Ochsner's dedicated concierge team is available for questions regarding this information or assistance at 1-855-723-8152 Monday through Friday from 8 a.m. to 4:30 p.m.

Interpreters for Patients with Limited English Proficiency: Patients with limited English proficiency (LEP) will receive the same access to care and service as those who are English speaking. To protect the confidentiality of patient information and privacy, the patient will have the option to use an interpreter at no additional charge or rely on a family member or friend for interpretation.

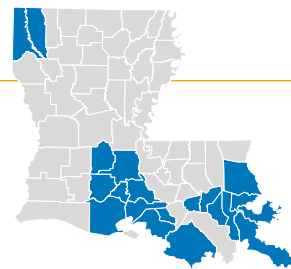
Language services are available 24 hours a day, 7 days per week free of charge. Face-to-face interpreter service is available directly through the International Health Services Department at 504-842-3719, Monday through Friday, from 7 a.m. to 5 p.m.

Table of Contents

Blue Connect Hospitals	2
Summary of the participating acute care hospitals	
Urgent Care Centers	3
Summary of the select Ochsner urgent care centers	
Member Resources	4
General member resource information available to everyone	
Blue Connect EPO Member Resources	6
Select network member resources available to Blue Connect EPO members	

Visit ochsner.org/locations for up-to-date information.

Blue Connect Hospitals



Baton Rouge Area

Baton Rouge General – Bluebonnet

8585 Picardy Ave.
Baton Rouge, LA 70809

Baton Rouge General – Mid City

3600 Florida Blvd.
Baton Rouge, LA 70806

Lane Regional Medical Center

6300 Main St.
Zachary, LA 70791

Ochsner Medical Center – Baton Rouge

17000 Medical Center Drive
Baton Rouge, LA 70816

Ochsner Medical Complex – The Grove

10310 The Grove Blvd.
Baton Rouge, LA 70836

Greater New Orleans/ Northshore/Bayou Area

Leonard J. Chabert Medical Center

1978 Industrial Blvd.
Houma, LA 70363

Ochsner Baptist – A Campus of Ochsner Medical Center

2700 Napoleon Ave.
New Orleans, LA 70115

Ochsner Hospital for Orthopedics & Sports Medicine

1221 South Clearview Parkway
Jefferson, LA 70121

Ochsner Medical Center

1514 Jefferson Highway
New Orleans, LA 70121

Ochsner Medical Center – Kenner

180 West Esplanade Ave.
Kenner, LA 70065

Ochsner Medical Center – Northshore

100 Medical Center Drive
Slidell, LA 70461

Ochsner Medical Center – West Bank Campus

2500 Belle Chasse Highway
Gretna, LA 70056

Ochsner LSU Health – Monroe Medical Center

4864 Jackson St.
Monroe, LA 71202

Ochsner Medical Complex – Clearview

4430 Veterans Memorial Blvd.
Metairie, LA 70006

Ochsner Medical Complex – Iberville

25455 Highway 1
Plaquemine, LA 70764

Ochsner Medical Complex – River Parishes

1900 West Airline Highway
LaPlace, LA 70068

Ochsner St. Anne Hospital

4608 Highway 1
Raceland, LA 70394

Slidell Memorial Hospital

1001 Gause Blvd.
Slidell, LA 70458

St. Bernard Parish Hospital

8000 West Judge Perez Drive
Chalmette, LA 70043

St. Charles Parish Hospital

1057 Paul Maillard Road
Luling, LA 70070

St. Tammany Parish Hospital

1202 South Tyler St.
Covington, LA 70433

Terrebonne General Medical Center

8166 Main St.
Houma, LA 70360

Lafayette/Acadiana Area

Abbeville General Hospital

118 North Hospital Drive
Abbeville, LA 70510

Iberia Medical Center

2315 East Main St.
New Iberia, LA 70560

Ochsner Abrom Kaplan Memorial Hospital

1310 West 7th St.
Kaplan, LA 70548

Ochsner Acadia General Hospital

1305 Crowley Rayne Highway
Crowley, LA 70526

Ochsner American Legion Hospital

1634 Elton Road
Jennings, LA 70546

Ochsner Lafayette General Medical Center

1214 Coolidge St.
Lafayette, LA 70503

Ochsner University Hospital and Clinics

2390 West Congress St.
Lafayette, LA 70506

Ochsner St. Martin Hospital

210 Champagne Blvd.
Breaux Bridge, LA 70517

Ochsner St. Mary

1125 Marguerite St.
Morgan City, LA 70380

Opelousas General Health System

539 East Prudhomme St.
Opelousas, LA 70570

Savoy Medical Center

801 Poinciana Ave.
Mamou, LA 70554

Shreveport/Bossier City Area

CHRISTUS Coushatta Health Care Center

1635 Marvel St.
Coushatta, LA 71019

CHRISTUS Highland Medical Center

1453 East Bert Kouns Industrial Loop
Shreveport, LA 71105

Ochsner LSU Health Shreveport

1541 Kings Highway
Shreveport, LA 71103

Ochsner LSU Health Shreveport – St. Mary Medical Center

915 Margaret Place
Shreveport, LA 71101

This is not a complete list of all locations within Blue Connect. Visit the online directory at lablue.com/blue-connect for a full list of hospitals and clinics.

Urgent Care Centers

Ochsner Lafayette General Urgent Care – Carencro

409 West Pont Des Mouton Road,
Suite C
Lafayette, LA 70507

Ochsner Lafayette General Urgent Care – Maurice

4402 Highway 167
Maurice, LA 70555

Ochsner Lafayette General Urgent Care – River Ranch

1216 Camellia Blvd.
Lafayette, LA 70508

Ochsner Lafayette General Urgent Care – Sugar Mill Pond

2810 Bonin Road
Youngsville, LA 70592

Ochsner Lafayette General Urgent Care – University Hospital & Clinics

2390 West Congress St.
Building 10
Lafayette, LA 70506

Ochsner LSU Health Shreveport Urgent Care – Bossier City

2113 Airline Drive, Suite 100
Bossier City, LA 71111

Ochsner LSU Health Urgent Care – Shreveport

1641 East 70th St., Suite 300
Shreveport, LA 71105

Ochsner LSU Health Urgent Care – West Monroe

207 Thomas Road
West Monroe, LA 71291

Ochsner Urgent Care – Arlington Marketplace

650 Arlington Creek Centre Drive,
Suite E
Baton Rouge, LA 70820

Ochsner Urgent Care – Central

10513 Sullivan Road, Suite 100
Baton Rouge, LA 70818

Ochsner Urgent Care – Covington

1111 Greengate Drive, Suite B
Covington, LA 70433

Ochsner Urgent Care – Denham Springs

27342 Juban Road, Suite 102
Denham Springs, LA 70726

Ochsner Urgent Care – Houma

5922 West Main St., Suite A
Houma, LA 70360

Ochsner Urgent Care – Kenner

3417 Williams Blvd.
Kenner, LA 70065

Ochsner Urgent Care – Lagniappe Center

14601 Airline Highway, Suite 103
Gonzales, LA 70737

Ochsner Urgent Care – Lakeview

111C Allen Toussaint Blvd.
New Orleans, LA 70124

Ochsner Urgent Care – Luling

12895 US Highway 90, Suite H
Luling, LA 70070

Ochsner Urgent Care – Metairie

2215 Veterans Blvd.
Metairie, LA 70002

Ochsner Urgent Care – Mid-City

4100 Canal St.
New Orleans, LA 70119

Ochsner Urgent Care – River Ridge

9605 Jefferson Highway, Suite G
River Ridge, LA 70123

Ochsner Urgent Care – Uptown

4605 Magazine St.
New Orleans, LA 70115

Ochsner Urgent Care – Warehouse District

900 Magazine St.
New Orleans, LA 70130

Ochsner Urgent Care – West Bank

1849 Barataria Blvd., Suite B
Marrero, LA 70072

Pelican Urgent Care – Gause

2375 Gause Blvd., Suite E
Slidell, LA 70461

Pelican Urgent Care – West End

63025 West End Blvd.
Slidell, LA 70461

Pelican Urgent Care – Mandeville

804 Heavens Drive, Suite 102
Mandeville, LA 70471

Urgent care services billed as a primary physician visit.
Applicable PCP benefits apply.

Member Resources



Bringing the Nation's Leading Cancer Care to the Gulf South

As Louisiana's leader in cancer care, we have joined forces with the nation's leader in cancer care, the world-renowned MD Anderson Cancer Center, to bring an enhanced level of comprehensive cancer care to our patients. Ochsner is the first and only provider in Louisiana with a fully integrated cancer program based on MD Anderson's standards and treatment plans. The Ochsner MD Anderson Cancer Center provides patients in the region with access to cancer treatments that are among the most advanced in the nation. Patients can have confidence they are receiving care based on the same protocols and practice standards provided at MD Anderson:

- Customized treatment plans based on the latest research
- Experienced team that treats both common and rare cancers, with quality outcomes
- High level of cancer care with the same access to cutting-edge technology, multidisciplinary approach and leading cancer care that is available in Houston, Texas

With eight locations, Ochsner MD Anderson Cancer Center provides advanced cancer care right here in Louisiana.

- Gayle and Tom Benson Cancer Center
- St. Tammany Cancer Center – A Campus of Ochsner Medical Center
- Ochsner Medical Complex – The Grove
- Ochsner Baptist – A Campus of Ochsner Medical Center
- Ochsner Medical Center – West Bank Campus
- Ochsner Medical Center – Kenner
- Ochsner Cancer Center – Baton Rouge
- Slidell Regional Cancer Center – A Campus of Ochsner Medical Center

Cancer care virtual visits are available. Call 504-842-3910 or visit MyOchsner to schedule an appointment.



24/7 Digital Symptom Checker

Ochsner's 24/7 digital symptom checker helps guide you to the right care. Answer a few questions about how you're feeling and get care options based on your symptoms. Please note this is an automated chat and not a live person. Get started online at ochsner.org/checksymptoms

For life-threatening issues, please call 911 or go to the closest Emergency Room. Visit ochsner.org/ER to see nearby locations and wait times.

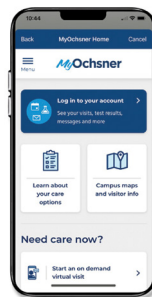


Ochsner On Call

Our free 24/7 nurse care line, Ochsner On Call, is always available when you have health concerns or need advice on care options. Our specially trained registered nurses are available to discuss your healthcare concerns, recommend self-care techniques and help you decide if your symptoms require a visit to urgent or emergency care. Call us today at **800-231-5257** or **504-842-3155**.



Virtual Visits With MyOchsner



Save Time and Money With Same-Day Video Visits! Ochsner's Virtual OnDemand urgent care service lets Blue Connect members have private, secure video visits with a healthcare provider from the convenience of your home. All you need is a smartphone, tablet or computer with camera and internet capability to get started.

For urgent care conditions like colds, fever and rashes, you can see a provider 24/7 with no appointment needed. Several providers, including Ochsner providers, are available for urgent care visits via the MyOchsner app.

Simply download the MyOchsner app on your Apple or Android device and select "Start a same-day video visit" upon logging in.



Visit ochsner.org/my-ochsner for more information.

Member Resources (cont.)



Ochsner Andrews Sports Medicine Institute

The **Ochsner Andrews Sports Medicine Institute** stands out as a premier destination for comprehensive sports medicine care, combining world-class expertise with cutting-edge technology. In conjunction with world-renowned orthopedic surgeon James Andrews MD, Ochsner Health's extensive network provides athletes of all levels with access to advanced injury prevention, treatment, rehabilitation and performance optimization. Ochsner Sports Medicine provides a holistic, systemwide approach—spanning multiple states and regions—ensuring standardized best practices, seamless injury reporting and coordinated care that extends beyond the clinic. By integrating research, education and elite-level clinical care, the Ochsner Andrews Sports Medicine Institute delivers outcomes that consistently exceed industry standards, making it a leader in the market.

Orthopedics Walk-in Clinics are located in New Orleans and Baton Rouge.

5444 Burbank Drive, Baton Rouge, LA 70820

1201 South Clearview Parkway
Building B, 1st Floor, New Orleans, LA 70121

No appointment needed.

Open to patients ages 5 and up.

Our licensed and certified athletic trainers, physical therapists and orthopedic surgeons will work with you to ensure you remain at peak performance throughout the season. Conditions we specialize in include:

- Fractures
- Lacerations
- Sprains
- Sports injuries



ANDREWS INSTITUTE



Smoking Cessation Clinic

Are you still smoking or vaping and having trouble quitting? Now is the time!

A healthier you starts with QUITTING SMOKING.

Quitting doesn't have to be lonely. Ochsner's Smoking Cessation program offers a supportive environment, along with:

- Free smoking cessation counseling to help get you through those rough patches
- FREE or reduced medications* to help curb the cravings

You do not need to be an Ochsner patient to participate in the program.

Visit digital.ochsner.org/smoking-cessation/ or call 504-842-7490 or toll-free 844-371-5806.



A Department of Ochsner Medical Center

*Some medications may not be covered.

Blue Connect EPO Member Resources



Dedicated Concierge Team

Ochsner's Patient Engagement Specialists are ready to assist you with finding a network physician, selecting a primary care provider or specialist, scheduling appointments, and setting up your MyOchsner account and mobile app.

Contact us Monday through Friday from 8 a.m. to 4:30 p.m. at 855-723-8152 or email connected@ochsner.org.



Discounted Rates at Ochsner Fitness Center

Sign up today to receive exclusive rates at Ochsner Fitness Center locations. Discounts are available for individuals and families. The initiation fee is waived with an annual contract. Month-to-month options are available with initiation fee and a food and beverage minimum. For current pricing details, please contact the fitness center directly.

Please let your membership representative know that you are on Blue Connect before your appointment. Proof of insurance will be required.

If interested, email ofc@ochsner.org or call 504-733-1600.



Complete Blue Connect EPO Directory

For the complete and up-to-date Blue Connect EPO directory:

- Visit **lablue.com/blue-connect-epo**
- Enter "Name" for provider name and "Specialty" for type of specialty
- Enter search criteria and select "Search"

Search results will automatically be filtered by Tier 1 providers. These are in-network preferred providers, which means that visits to these providers will cost less and give you the most value from your health plan benefits. Always choose a Tier 1 provider when you can.

Visit **lablue.com/newtoblue** for up-to-date information.



Blue Connect plans are products of HMO Louisiana, Inc., a subsidiary of Blue Cross and Blue Shield of Louisiana. Both companies are independent licensees of the Blue Cross Blue Shield Association. Ochsner Health is an independent company that offers health services to members of Blue Cross and Blue Shield of Louisiana and its subsidiaries.

02/2026