

# Member Resource Guide

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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.

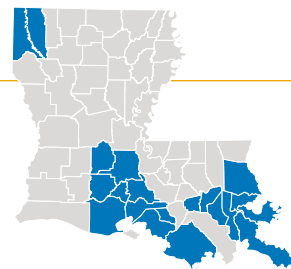
**Language services are available 24 hours a day, 7 days per week free of charge. Face-to-face interpreter service is available directly through the International Health Services Department at 504-842-3719, Monday through Friday, from 7 a.m. to 5 p.m.**

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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](http://lablue.com/blue-connect) for a full list of hospitals and clinics.

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# 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](https://ochsner.org/checksymptoms)

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

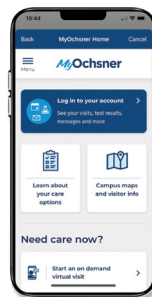


## Ochsner On Call

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](https://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, 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!

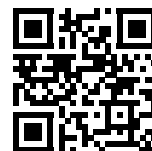
**A healthier you starts with QUITTING SMOKING.**

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/](https://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 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](mailto:connected@ochsner.org).**



## Enroll in Ochsner Digital Medicine

With Ochsner Digital Medicine,\* members can take control of their high blood pressure and/or type 2 diabetes from home without extra visits to the doctor's office. This program is available at no cost to you.

### How does Digital Medicine support you?

- Take readings with a blood pressure cuff and/or glucometer using your smartphone or tablet.
- Get treatment from a team that monitors your readings and makes sure you're on the right medications.
- Create healthy habits with advice and lifestyle support from expert health coaching.
- Enjoy a digital app to track your progress and access helpful resources.

Four out of 5 participants reach their blood pressure and A1C goals in six months.

**To learn more about this program or to get started, visit [ochsner.org/BCBS-Join](http://ochsner.org/BCBS-Join). Blue Connect members can also take advantage of Louisiana Blue's care management services to improve their health outcomes.**



## 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](mailto:ofc@ochsner.org) or call 504-733-1600.**



## Complete Blue Connect Directory

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

- Visit **[lablue.com/blue-connect](http://lablue.com/blue-connect)**
- 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.

\*Eligibility is based on clinical criteria, including an existing diagnosis of high blood pressure or type 2 diabetes.

The Digital Medicine program is managed by Ochsner Health. Program details including eligibility and clinical criteria are subject to change.

Visit **[lablue.com/newtoblue](http://lablue.com/newtoblue)** for up-to-date information.



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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.

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