

# Member Resource Guide

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A UnitedHealthcare Company



# 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](http://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 [uhc.com/liselect](http://uhc.com/liselect) or call Ochsner's dedicated concierge team at **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 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](http://ochsner.org/locations) for up-to-date information.

# Tier 1 Ochsner Health Network Hospitals

## Baton Rouge Area

### 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

## Gulf Coast Mississippi

### Ochsner Medical Center - Hancock

149 Drinkwater Road  
Bay Saint Louis, MS 39520

### Ocean Springs Hospital

3109 Bienville Blvd.  
Ocean Springs, MS 39564

### Pascagoula Hospital

2809 Denny Ave.  
Pascagoula, MS 39581

### Singing River Gulfport

15200 Community Road  
Gulfport, MS 39503

## 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 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

### 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 Tier 1 locations. Visit the online directory at [uhc.com/liselect](http://uhc.com/liselect) for a full list of hospitals and clinics.

# Urgent Care Centers

## Ochsner Lafayette General

### Urgent Care - Carenco

917 West Gloria Switch Road  
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 - Diamondhead

4402 East Aloha Drive  
Diamondhead, MS 39525

## 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

## Pelican Urgent Care - Picayune

1839 Cooper Road, Suite 100  
Picayune, MS 39466

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](http://ochsner.org/checksymptoms)

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

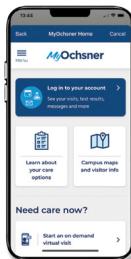


## Ochsner On Call

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 "Select Tiered" 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](http://ochsner.org/my-ochsner) for more information.**



## Smoking Cessation Clinic

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

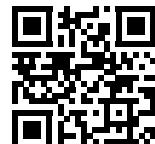
### A healthier you starts with QUITTING SMOKING.

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/](http://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.

# 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



**UnitedHealthcare Rewards (UHC Rewards)** is a program where employees and their spouse can earn rewards for reaching program goals and completing one-time activities. Participants can personalize their experience by selecting activities that are right for them—and choosing ways to spend earnings. Participants may immediately start earning rewards by activating UHC Rewards from the UnitedHealthcare app and their **myuhc.com** account.



**Real Appeal** is an evidence-based virtual weight-loss program that provides members with the tools and support to help them lose weight and prevent weight-related health conditions:

- 1:1 coaching
- Interactive group online coaching
- Weight-loss and maintenance plan customized to individual needs
- Entertaining delivery of evidence-based content



**Calm Health** provides employees with 24/7 access to digital content for sleep, stress and mindfulness, enhanced with evidence-based modules created by psychologists.



**UnitedHealthcare** delivers digital tools and resources designed to make it easier for members to take ownership of their health by giving them one-stop access to information and tools related to their medical, pharmacy, dental, vision, behavioral and health resource benefits.



The mobile version of **myuhc.com** provides secure, on-the-go access to personalized health plan information, helping members better understand and use their health plan effectively.

# Select Tiered 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 your 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 [connected@ochsner.org](mailto:connected@ochsner.org).**



## Complete Select Directory

For the complete and up-to-date Select Tiered directory:

- Visit [uhc.com/liselect](http://uhc.com/liselect)
- Update location based on search criteria
- Enter providers or services and select "Search"

Look for the Tier 1 symbol when searching for a provider. Where you go for care can make a difference. Tier 1 providers are doctors, hospitals and other healthcare facilities that may offer you the greatest value for your healthcare benefits.

**\$** Tier 1 (lowest-cost option)

**\$\$** Network

**\$\$\$** No out-of-network coverage for Select plans



## 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 United Select before your appointment. Proof of insurance will be required.

**If interested, email [ofc@ochsner.org](mailto:ofc@ochsner.org) or call 504-733-1600.**



## 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/UHC-Join](http://ochsner.org/UHC-Join).**



\*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.

\*\*Available exclusively for UHC members.

Visit [uhc.com/liselect](http://uhc.com/liselect) to search for providers in the UnitedHealthcare Select Tiered products.\*\*

UnitedHealthcare Rewards is a voluntary program. The information provided under this program is for general informational purposes only and is not intended to be nor should be construed as medical advice. You should consult an appropriate health care professional before beginning any exercise program and/or to determine what may be right for you. Receiving an activity tracker, certain credits and/or rewards and/or purchasing an activity tracker with earnings may have tax implications. You should consult with an appropriate tax professional to determine if you have any tax obligations under this program, as applicable. If any fraudulent activity is detected (e.g., misrepresented physical activity), you may be suspended and/or terminated from the program. If you are unable to meet a standard related to health factor to receive a reward under this program, you might qualify for an opportunity to receive the reward by different means. You may call us toll-free at 1-855-256-8669 or at the number on your health plan ID card, and we will work with you (and, if necessary, your doctor) to find another way for you to earn the same reward. Rewards may be limited due to incentive limits under applicable law. Components subject to change. This program is not available for fully insured members in Hawaii, Vermont and Puerto Rico nor available to level funded members in District of Columbia, Hawaii, Vermont and Puerto Rico.

Real Appeal is a voluntary weight loss program that is offered to eligible members at no additional cost as part of their benefit plan. The information provided under this program is for general informational purposes only and is not intended to be nor should be construed as medical and/or nutritional advice. Participants should consult an appropriate health care professional to determine what may be right for them. Results, if any, may vary. Any items/tools that are provided may be taxable and participants should consult an appropriate tax professional to determine any tax obligations they may have from receiving items/tools under the program.

Calm Health is not intended to diagnose or treat depression, anxiety, or any other disease or condition. The use of Calm Health is not a substitute for care by a physician or other health care provider. Any questions that you may have regarding the diagnosis, care, or treatment of a medical condition should be directed to your physician or health care provider. Calm Health is a mental wellness product, and is not intended to make any mental health recommendations or give clinical advice. Calm Health is not available to UnitedHealthcare E&I Fully Insured customers/members in New Jersey due to regulatory filings. Employee benefits including group health plan benefits may be taxable benefits unless they fit into specific exception categories. Please consult with your tax specialist to determine taxability of these offerings. Images provided for illustrative purposes only. Members must be 13 years or older to use the services, unless a parent or legal guardian agrees to Calm "Terms." The parent or legal guardian of a user under the age of 13 is subject to the "Terms" and responsible for their child's activity on the services.

The UnitedHealthcare® app is available for download for iPhone® or Android®. iPhone is a registered trademark of Apple, Inc. Android is a registered trademark of Google LLC.

All trademarks are the property of their respective owners.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc. or their affiliates. Health Plan coverage provided by United HealthCare of Louisiana, Inc.

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