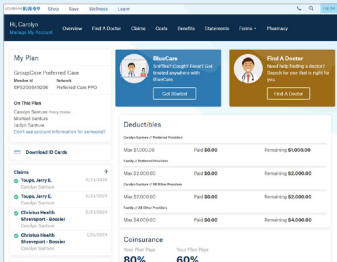# LOUISIANA BLUE

With Blue Cross and Blue Shield of Louisiana (Louisiana Blue), finding care is simple and stress-free. Our Find Care provider directory and cost estimator tools take the guesswork out of finding potential providers, understanding benefits and estimating potential costs. Log into your online member account at **lablue.com/login** or visit **findcare.lablue.com** to get started.
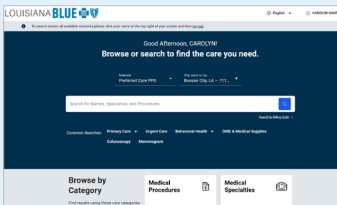
FIND CARE PROVIDER DIRECTORY

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. If you don't log in first, each search starts with "all networks."
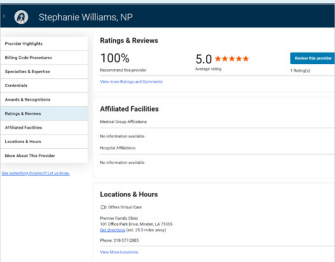
Looking for a dental or vision provider or a pharmacy? Go to **lablue.com/findcare** to find additional providers.
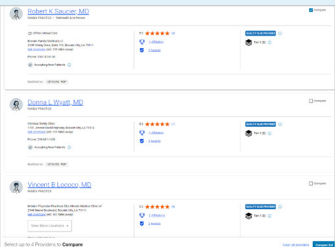

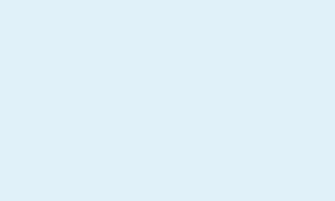1. In your member account, select **Find A Doctor**.

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.

How can I check to see if my provider is in my network?
To be sure your provider is in your network, check that your network is listed under **Networks Accepted** and it says **Tier 1** by your network. By logging in, you can find the most accurate list of network providers.

I don't see a provider in my area during my search. How can I find the closest provider to me?
If you don't see a provider in your area during your search, expand the distance away from your current location to get more results. The current location starts with searching for providers in a set radius. You may change your location then search again.

I'm looking for a provider that speaks a different language. Is there a way to search by provider?
To find a provider who speaks a language other than English, search for providers in your network and area, then filter by the languages available under **All Filters**.

How do I select a primary care provider (PCP)?
To select a PCP, you should log in to your online account at **lablue.com/login** and select **See Selection Summary** under the "On This Plan" tab, then click the **Change Your PCP Selection** button. You can select from the list of primary care providers available to you that comes up. If you already have a PCP selected, that provider will show under a blue banner as your designated provider. This selection can be changed at any time.
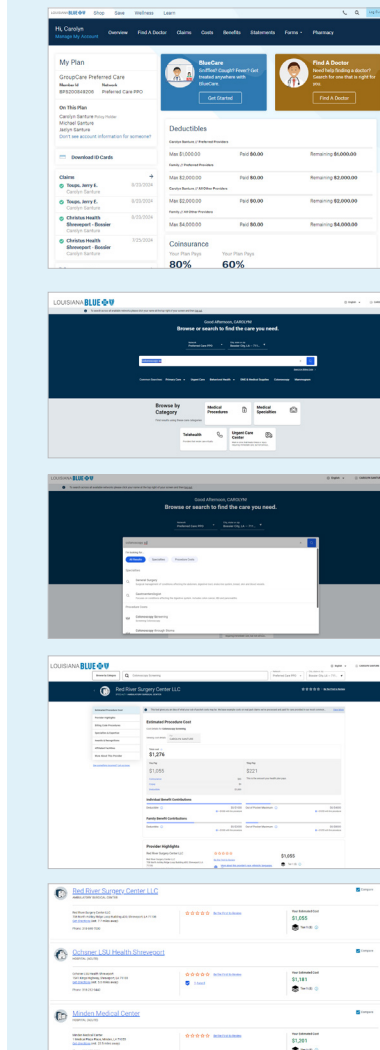
FIND CARE COST ESTIMATOR TOOLS*

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.
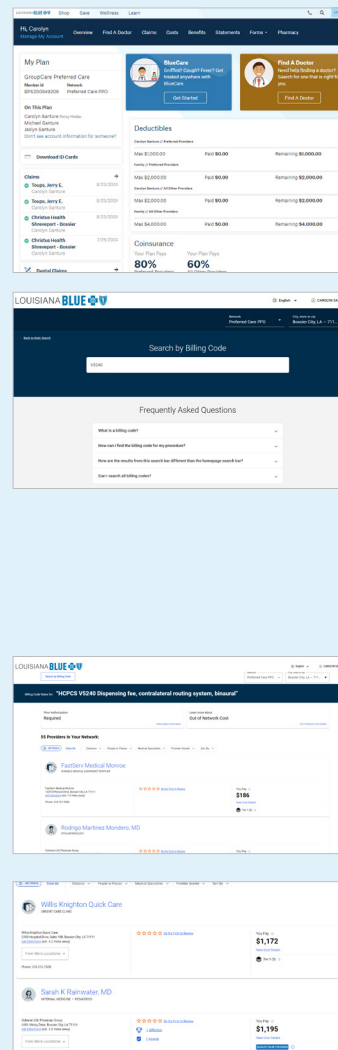
The estimated costs are based on the negotiated rates with our network providers or on claims costs we paid for care provided in our most common network. **Actual out-of-pocket cost may be different** based on the healthcare services you receive, the provider type and network status, your current out-of-pocket maximum and deductible amounts and changes in coverage, among other factors. The cost estimate is **based on the information available** at the time of your search.

Search by Procedure:	Search by Billing Code:

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.

If I get search results for a billing code or service, does that mean it is covered?
A cost estimate is not a guarantee of coverage. Even if a cost estimate is shown, some services may not be covered under your plan or may have limitations on coverage based on your plan. Please refer to your contract book for coverage information or contact Customer Service.

How do I find out how much a drug costs?
You can find drug costs based on your benefits by logging into your online member account at **lablue.com/login**, clicking **Pharmacy** and then **Price a Prescription**.

*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.