

Member Resource Guide



Member Resource Guide

Thank you for choosing an Ochsner-affiliated health plan. We've created this member resource guide to provide a handy reference 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](https://www.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 lp.uhc.com/laselect or call Ochsner's dedicated concierge team at **855-723-8152** Monday through Friday from **8:00 a.m. to 5:30 p.m.**

Ochsner's dedicated concierge team is available for questions regarding this information or assistance at 855-723-8152 Monday through Friday from 8:00 a.m. to 5:30 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 7:00 a.m. to 5:00 p.m.

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For up-to-date information, visit [ochsner.org/locations](https://www.ochsner.org/locations)

Tier 1 Ochsner Health Network Hospitals

Abbeville General Hospital

118 North Hospital Drive
Abbeville, LA 70510

Iberia Medical Center

2315 East Main Street
New Iberia, LA 70560

Leonard J. Chabert Medical Center

1978 Industrial Blvd.
Houma, LA 70363

Ochsner Abrom Kaplan Memorial Hospital

1310 West 7th Street
Kaplan, LA 70548

Ochsner Acadia General Hospital

1305 Crowley Rayne Highway
Crowley, LA 70526

Ochsner Baptist – A Campus of Ochsner Medical Center

2700 Napoleon Avenue
New Orleans, LA 70115

Ochsner Hospital for Orthopedics & Sports Medicine

1221 South Clearview Parkway
Jefferson, LA 70121

Ochsner Lafayette General Medical Center

1214 Coolidge Street
Lafayette, LA 70503

Ochsner LSU Health – Monroe Medical Center

4864 Jackson Street
Monroe, LA 71202

Ochsner LSU Health Shreveport

1541 Kings Highway
Shreveport, LA 71103

Ochsner LSU Health Shreveport – St. Mary Medical Center

915 Margaret Place
Shreveport, LA 71101

Ochsner Medical Center

1514 Jefferson Highway
New Orleans, LA 70121

Ochsner Medical Center – Baton Rouge

17000 Medical Center Drive
Baton Rouge, LA 70816

Ochsner Medical Center – Kenner

180 W. Esplanade Avenue
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 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 Medical Complex – The Grove

10310 The Grove Blvd.
Baton Rouge, LA 70836

Ochsner St. Anne Hospital

4608 Highway 1
Raceland, LA 70394

Ochsner St. Martin Hospital

210 Champagne Blvd.
Breaux Bridge, LA 70517

Ochsner St. Mary

1125 Marguerite Street
Morgan City, LA 70380

Ochsner University Hospital and Clinics

2390 West Congress Street
Lafayette, LA 70506

Opelousas General Health System

539 East Prudhomme Street
Opelousas, LA 70570

Savoy Medical Center

801 Poinciana Avenue
Mamou, LA 70554

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 Street
Covington, LA 70433

Terrebonne General Medical Center

8166 Main Street
Houma, LA 70360

This is not a complete list of Tier 1 locations. Visit the online directory at uhc.com/laselect 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 LSU Health Shreveport Urgent Care – Bossier

2113 Airline Drive, Suite 100
Bossier City, LA 71111

Ochsner LSU Health Urgent Care – Shreveport

1641 East 70th Street, 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 – Highland Park

18303 Old Perkins Road East, Suite 304
Baton Rouge, LA 70809

Ochsner Urgent Care – Houma

5922 West Main Street, 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 – Mandeville

2735 Highway 190, Suite D
Mandeville, LA 70471

Ochsner Urgent Care – Metairie

2215 Veterans Blvd.
Metairie, LA 70002

Ochsner Urgent Care – Mid-City

4100 Canal Street
New Orleans, LA 70119

Ochsner Urgent Care – River Ridge

9605 Jefferson Highway, Suite G
River Ridge, LA 70123

Ochsner Urgent Care – Uptown

4605 Magazine Street
New Orleans, LA 70115

Ochsner Urgent Care – Warehouse District

900 Magazine Street
New Orleans, LA 70130

Ochsner Urgent Care – West Bank

1849 Barataria Blvd., Suite B
Marrero, LA 70072

Pelican Urgent Care

2375 Gause Blvd., Suite E
Slidell, LA 70461

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

Member Resources



Ochsner Connected Anywhere

Ochsner's virtual on-demand urgent care service, Ochsner Connected Anywhere, lets 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 to get started. For urgent care conditions like colds, fever and rashes, you can see a doctor 24/7 with no appointment needed. Several doctors, including Ochsner providers, are available for urgent care visits via the new MyOchsner app!

Simply download the MyOchsner app from the Apple app store or Google Play store and select "OnDemand Virtual Visit" upon logging in! Applicable copays may apply.

Visit ochsner.org/anywhere for more information.



Enroll in Ochsner Digital Medicine

Ochsner Digital Medicine gives eligible plan members* everything they need to take control of their high blood pressure and/or Type 2 diabetes from home between visits to the doctor.

- A blood pressure cuff and/or glucometer that connects to the member's smartphone and automatically sends readings to their care team using the Digital Medicine app.
- A team that monitors blood pressure or blood sugar readings, helps to make sure you're on the right medications, and provides professional health coaching that helps members make changes for a healthy lifestyle.

Visit ochsner.org/OchDigMed or call 866-960-0488 to learn more.



Dedicated Concierge Team

Ochsner's Patient Engagement Specialists are ready to assist you with enrollment decisions, selecting a PCP, scheduling appointments, and setting up your MyOchsner account and mobile app. Contact us Monday through Friday, from 8 a.m. to 5:30 p.m., at **connected@ochsner.org** or **855-723-8152**.



Discounted Rates at Ochsner Fitness Center

Sign up today to receive exclusive rates at Ochsner Fitness Center locations. Individual cost is \$67/month with an annual contract. Initiation fee waived with annual contract. Month-to-month option available with \$150 initiation fee at \$72/month and a \$10 food and beverage minimum. Plus applicable sales tax. Family pricing available.

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 or call 504-733-1600.



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 **1-800-231-5257** or **504-842-3155**.

Continued ...

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

Member Resources (cont.)



Complete Select Directory

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

- Visit **uhc.com/laselect**
- 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



Smoking Cessation

Start your journey toward a tobacco-free life with Ochsner's clinical support team. You may qualify for our free Tobacco Cessation Program if you are:

- A Louisiana or Mississippi resident
- At least 18 years old
- Interested in products to help you quit tobacco
- Ready to quit tobacco smoking, dipping or vaping



To make an appointment for smoking cessation services, visit [ochsner.org/quit](https://www.ochsner.org/quit) or call 504-842-7490.

Continued ...

Visit **lp.uhc.com/laselect** to search for providers in the UnitedHealthcare Select Tiered products.*

*Available exclusively for UHC members.



Member Resources (cont.)



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



AbleTo® Self Care allows members to access self-care techniques, coping tools, meditations and more – anytime, anywhere. With Self Care, members get personalized content that’s designed to boost their mood and shift their perspectives and tools created by clinicians suggested to them based on their responses to a short, optional assessment. Self Care is here to help members feel better – and it’s available at no additional cost.



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.

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. Subject to HSA eligibility, as applicable. Components subject to change. This program is not available for fully insured members in Hawaii, Vermont and Puerto Rico. There are no geographic restrictions for self-funded participants.

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.

Self Care by AbleTo should not be used for urgent care needs. If you are experiencing a crisis or need emergency care, call 911 or go to the nearest emergency room. The information contained within Self Care is for educational purposes only; it is not intended to diagnose problems or provide treatment and should not be used on its own as a substitute for care from a provider. Self Care is available to members ages 13+ at no additional cost as part of your benefit plan. Self Care may not be available for all groups in District of Columbia, Maryland, New York, Pennsylvania, Virginia or West Virginia and is subject to change. Refer to your plan documents for specific benefit coverage and limitations or call the toll-free member phone number on your health plan ID card. Participation in the program is voluntary and subject to the Self Care terms of use.

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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