



**BlueCross BlueShield  
of Louisiana**

An independent licensee of the Blue Cross and Blue Shield Association.

P.O. Box 98029  
Baton Rouge, Louisiana 70898-9029  
Phone 225/295-3307  
Fax 225/295-2054



**HMO  
Louisiana, Inc.**

A subsidiary of Blue Cross and Blue Shield of Louisiana,  
independent licensees of the Blue Cross and Blue Shield Association.

P.O. Box 98024  
Baton Rouge, Louisiana 70898-9024  
Phone 800/376-7741  
Fax 225/295-2494

September 26, 2005

Dear Provider:

The employees of Blue Cross and Blue Shield of Louisiana (BCBSLA) and our wholly owned subsidiary, HMO Louisiana, Inc. (HMOLA) wish to extend our support and heartfelt concern to the victims of Hurricanes Rita and Katrina. Like you, we have felt the devastating effects of these back-to-back storms, and we are doing everything we can to make it easier for you to treat patients affected by these storms.

We have made a number of provisions to help our members in the Southwest Louisiana parishes most gravely affected by Hurricane Rita get the medical care they need.

Until November 1, 2005 (or as long as the official state of emergency remains in effect), we are giving our customers in Calcasieu, Cameron, Iberia and Vermilion parishes access to *all* doctors and hospitals for covered medical services – even if they are not part of a Blue Cross network, and we are waiving all pre-authorization requirements for covered services for covered members in these parishes.

If customers in these parishes need extra time to pay their premium, they have until November 1 to pay all past due amounts. If they mail their premium, as long as it is postmarked by November 1, we will not cancel their policy because of late payment.

If you are seeing a patient for the first time because they are displaced due to Hurricane Rita and they do not know the medications they are taking, our pharmacy benefit manager, Express Scripts, Inc., can assist you. You can reach Express Scripts by calling toll free 1-866-781-7533 or 1-912-673-3006. Please identify yourself as a Blue Cross provider and that you need assistance with a hurricane-displaced member. Be ready to provide the member's name, date of birth and ID number. Members may also refill their prescriptions early – assuming they have refills left. This provision will remain in effect until October 3, 2005.

Similar provisions remain in effect until November 1 (unless extended by emergency order) for customers and providers in the parishes hardest hit by Hurricane Katrina: Assumption, Jefferson, Lafourche, Livingston, Orleans, Plaquemines, St. Bernard, St. Charles, St. James, St. John the Baptist, St. Mary, St. Tammany, Tangipahoa, Terrebonne and Washington.

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If your mail has been disrupted by Hurricanes Rita and Katrina and you need to change your billing address temporarily, please call Network Operations at 1-800-716-2299, option 3. You must be able to provide three of the four following items: your current billing address, tax ID number, Social Security number and physical address. All electronic correspondence will continue without interruption. If you would like to receive your payments via electronic funds transfer (EFT), please call us at 1-800-716-2299, option 3.

Even if you complete a forwarding address with the Postal Service, you must either change your address with Blue Cross or sign up for electronic funds transfer (EFT). Until EFT is activated, you will have to either pick up your checks at our corporate headquarters, 5525 Reitz Ave., Baton Rouge, or change your billing address to a ZIP code that is not in the disrupted area.

If you would like to pick up your checks at our corporate headquarters in Baton Rouge, please call Customer Service at 1-800-599-BLUE (2583) and they will assist you with your request. Your check will be ready within 48 hours of the request. The individual requesting and picking up the check will be subject to our authentication procedures and will have to sign for the check as evidence of receipt.

Please check our website, [www.bcbsla.com](http://www.bcbsla.com), and iLinkBLUE for updated hurricane-related information.

Blue Cross is here to help our customers and providers rebuild their lives and our great state we call home.

Sincerely,

A handwritten signature in black ink that reads "Dawn Cantrell". The signature is written in a cursive style with a large, stylized 'D' and 'C'.

Dawn E. Cantrell  
Vice President  
Provider Network Administration