



January 8, 2013

Blue Cross adds 8th customer service office for OGB plan members

Effective January 1, 2013, Blue Cross is providing customer service for Office of Group Benefits plan members at 8 regional offices throughout Louisiana – an increase from 7 previous locations, with the addition of Houma. New addresses and phone numbers for the OGB Customer Service office locations include:

Alexandria

4508 Coliseum Blvd., Suite A
Alexandria, LA 71303
318-448-1660

Baton Rouge

5525 Reitz Ave.
Baton Rouge, LA 70809
800-392-4089

Houma

1437 St. Charles St., Suite 135
Houma, LA 70360
985-223-3499

Lafayette

5501 Johnston St.
Lafayette, LA 70503
337-232-7527

Lake Charles

219 W. Prien Lake Rd.
Lake Charles, LA 70601
337-562-0595

Monroe

3130 Mercedes Dr.
Monroe, LA 71201
318-323-1479

New Orleans

3501 N. Causeway Blvd., Suite 103
Metairie, LA 70002
504-832-5800

Shreveport

411 Ashley Ridge Blvd.
Shreveport, LA 71106
318-795-0573

The Blue Cross regional offices are open Monday through Friday from 8 a.m. until 4:30 p.m. – except the Baton Rouge office, which closes at 5 p.m., and the New Orleans office, which closes at 4 p.m.

At the start of this year, the Office of Group Benefits transferred administration of the PPO health plan to Blue Cross and Blue Shield of Louisiana. The company already handled administration of the HMO plan.

As a result, PPO plan members now have access to a nationwide healthcare provider network, a benefit HMO members already had. This means PPO members, many of whom are retirees, who are traveling or residing outside the state will no longer be subject to more expensive out-of-network costs. PPO members also now have access to other benefits already available to HMO plan members, including discounts on gym memberships, hearing aids, diet programs and other services.

“We are excited about this transition that improves access to care and quality of service to OGB plan members while also continuing to offer timely customer call answering,

customer inquiry response and claims payment,” said OGB Chief Executive Officer Charles Calvi, Jr.

OGB will continue to oversee all OGB-sponsored health coverage and life insurance for state employees and retirees. This includes the self-insured PPO and HMO health plans administered by Blue Cross, the fully-insured HMO plan administered by Vantage Health Plan and the fully insured Medicare Advantage HMO plans administered by Peoples Health and Vantage.