

Frequently Asked Questions

Q Are my screening results private? Does screening tell my employer what my test results are?

A All information from screenings is private. Your test results are not shared with your employer. An overview of information is provided to the Office of Group Benefits, but no individual employee data is identified or shared.

Q Why do I have to give Ochsner Health the name on my Louisiana Blue member ID card?

A Ochsner Health will verify your OGB Louisiana Blue membership when you make your wellness screening appointment. You must enter your name exactly as it appears on your member ID card in order for Ochsner Health to find your member records.

Q Who is eligible to complete the Ochsner Health Wellness Screening and earn the premium credit?

A Only an Office of Group Benefits member who is the policyholder of a Louisiana Blue account is eligible to complete the wellness screening and qualify for the premium credit. The policyholder is the person whose name is on the policy as subscriber. You can view who is on your plan in your lablue.com account under Plan Details. The member must also be the policyholder on an OGB Louisiana Blue health plan the next plan year to receive the premium credit. Active and retired members with or without Medicare are eligible. Members who have an OGB Blue Advantage plan are **not eligible** for Live Better Louisiana.

Q When should I go to a wellness screening? I completed a screening last year. When should I go again?

A Complete a wellness screening once every 12 months to help you get the most from your screening. If you earned your LBL credit for a prior year, you will need to complete a clinic or PCP form in the new plan year to qualify for the following year's credit.

Q I completed a wellness screening last year, do I need to do it again?

A Yes, you must complete the checkup or **Primary Care Provider (PCP) form** each year to qualify for your premium credit the next year.

Q What does 100% completion mean for the screening and Primary Care Provider form?

A A screening visit will be considered 100% complete if the member completes both the biometric tests (finger stick, blood pressure, weight and height) AND visits with the Registered Nurse. The PCP form is considered complete when Ochsner Health receives it with correct member information and it includes biometric test results and your doctor's signature.

Q What is the premium credit? Do I have to stay on the same plan to get the discount?

A The premium credit is determined each year. Since the beginning of the program, the credit has been \$10 per month (\$120 total). You must be the primary policyholder on an OGB Louisiana Blue insurance plan the year the premium credit is applied, but it does not have to be the same plan.

Q If I do a Ochsner Wellness Screening, can I still do my annual visit at my doctor?

A Yes, you can still see your primary care doctor for an annual checkup. Louisiana Blue, OGB and Ochsner encourage members to cultivate a relationship with the doctor you see for most of your healthcare, who can help you not only when you are sick or get hurt, but with bigger issues like a long-term health condition.

Q Is an Ochsner Wellness Screening?

A Taking part in an Ochsner Wellness Screening is just as safe as going to your doctor's office. All Ochsner employees follow strict rules to keep you safe. Please wear a mask and do not attend your appointment if you feel sick.

Q I already completed a Catapult clinic for the 2025-2026 program year. Do I need to go to an Ochsner screening?

A No. If you completed a Catapult Health clinic or submitted a Catapult PCP form between Oct. 1, 2025, and Feb. 28, 2026, you do not need to do anything again with Ochsner Health to complete the 2026 LBL program.

Q Can my spouse who is a dependent on my plan earn the credit as well?

A At this time, Live Better Louisiana is not open to dependents. We will let members know if that changes.

Q I'm pregnant or I've had a double mastectomy with bilateral lymph node removal. What should I do?

A The Ochsner Wellness Screening is not recommended for you. You can still get your premium credit if you have your healthcare provider fill out the [Medical Exemption Form](#). Find it at lablue.com/OGB under OGB Customer Forms.

Q Did I qualify for the premium credit? Can I check to see if I qualified for the credit?

A After you complete your screening or your PCP form is accepted, you will get an initial notification email from Louisiana Blue stating you have completed the program. All premium credits will be finalized at the end of the program year. You may contact OGB customer service at (800) 272-8451 to confirm that you qualify.

Q When will I see the LBL credit applied?

A For LA.gov employees, the credit will be applied \$10 each month and will start in December for active employees and January for retirees. If you are not an LA.gov employee, please check with your HR department to find out how they will apply the credit. If you aren't sure whether you are an LA.gov employee or not, check with your HR department.

Q I have more questions; whom can I ask?

A Call Louisiana Blue's customer service center at [1-800-392-4089](tel:1-800-392-4089) or email ogbhelp@lablue.com with any additional questions.