



COVID-19 (CORONAVIRUS)

OFFICE OF GROUP BENEFITS OFFICES

Due to an outbreak of Coronavirus 2019 (COVID-19), the Office of Group Benefits (OGB) offices are operating with limited capacity. Most staff are working remotely to ensure our members have the coverage they need.

Here are some options for communicating with OGB during this office closure or getting answers about your specific health plan:

- The OGB customer service line will be operational BUT you may experience longer wait times. Members with questions about their coverage and benefits may call the health plan provider's dedicated OGB customer service line. **Reminder:** Hold times may be longer due to an influx of calls related to COVID-19.
 - **Blue Cross Blue Shield of Louisiana**
1-800-392-4089
Hours: 8:00 AM - 7:00 PM CT
Monday - Friday
 - **Blue Advantage**
1-866-508-7145
Hours: 8:00 AM - 8:00 PM CT
Seven days a week
 - **Humana**
1-877-889-9885
Hours: 7 a.m. – 7 p.m. CT
Monday - Friday
 - **Peoples Health**
1-866-912-8304
Hours: 8:00 AM - 8:00 PM CT
Seven days a week
 - **New Directions: Crisis/ Emotional Support Hotline (Blue Cross Enrollees Only)**
1-833-848-1764.
 - **Access Health (Access2day)**
1-800-797-9503
Hours: 9:00 AM - 5:00 PM (M - TH)
9:00 AM - 3:00 PM (Friday)
 - **Vantage Health Plan**
1-888-823-1910
Hours: 8:00 AM - 8:00 PM CT
Monday - Friday
 - **MedImpact**
1-800-788-2949
Hours: 24 Hours
Seven Days a Week
 - **VibrantRx**
1-844-826-3451
Hours: 24 Hours a day
Seven Days a Week
 - **LDH Keeping Calm through COVID Hotline**
1-866-310-7977 24/7
Hours: 24 Hours
Seven Days a Week
- Members with questions about eligibility and enrollment may email the OGB customer service department at OGB.CustomerService@la.gov. Dependent verification documents should only be emailed. Staff will be working limited hours and will not be available to check fax machines daily. Mail will only be delivered twice a week.
 - Applications for incapacitated dependents should be submitted by email. There will be a 30-day grace period during this time.
 - Requests for participation statements should be submitted by email. Please note: statements will be limited to what is available in the OGB system. Requests needing in-depth research may be delayed due to researchers not having access to necessary documents, databases and microfiche. During this time, new retirees will start at the 75% participation rate and that will be adjusted, if necessary, once OGB employees are able to return to work.