



Health Needs Assessment Instructions

1. **Mail:** All members will be mailed a paper copy of the Health Needs Assessment (HNA) with a prepaid postage return envelope within 10 days of enrollment. You can complete the HNA and drop it in the mailbox.
2. **Welcome call:** Members will also receive a New Member Welcome Call within 14 days of enrollment and will have the option to complete the HNA with a live Member Services representative.
3. **Online:** You can also log into your secure registered account via the **Sydney HealthSM** app for Healthy Blue LA or **member.healthybluela.com/public/login** and complete the HNA.

Do you need help with your healthcare, talking with us, or reading what we send you? Call us toll free at 844-521-6941 (TTY 711) to get this for free in other languages or formats.

¿Necesita ayuda con su atención médica? ¿Necesita ayuda para leer lo que le enviamos o para hablar con nosotros? Llámenos al número gratuito 844-521-6941 (TTY 711) para conseguir esta información sin costo en otros idiomas o formatos.

myhealthybluela.com

Healthy Blue is the trade name of Community Care Health Plan of Louisiana, Inc., an independent licensee of the Blue Cross and Blue Shield Association.

Sydney Health is offered through an arrangement with Carelon Digital Platforms, a separate company offering mobile application services on behalf of your health plan.