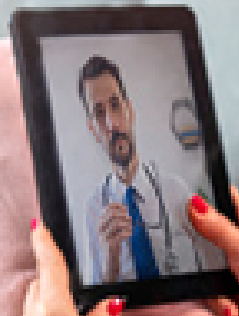




# Virtual Care From the Comfort of Your Home



When you need to see a doctor or nurse – any time day or night – simply sign in to [HorizonBlue.com/dsm](https://HorizonBlue.com/dsm) or the **Horizon Blue app**<sup>1</sup>. Get 24/7 access to doctors from the comfort of your home.

## Convenient virtual care options:

**See a doctor:** Video chat with a U.S. board-certified, licensed doctor without an appointment on a computer or mobile device through our telemedicine service, **Horizon CareOnline**<sup>SM 2</sup>. You can use this option when you need treatment for common health problems like fever, colds and flu, sinusitis, skin irritations and rashes, abdominal pain, and more.

**See a behavioral health specialist:** You can also schedule a video appointment with licensed psychiatrists, psychologists and social workers, from 7 a.m. to 11 p.m., for conditions such as anxiety, attention deficit/hyperactivity disorder (ADHD), bipolar disorder, and depression.

## How much does it cost?

**PPO Plan:** \$5 copay for urgent medical visits and behavioral health visits.

**CDHP:** CDHP Medical visit: No more than \$64 per visit.

CDHP Behavioral Health visit: Range from \$90 to \$250, depending on the type of service and therapist.

For members in CDHP, you will be charged \$5 on your credit or debit card at time of visit. Once the claim is processed by Horizon, your card will automatically be charged for any remaining liability. However, if you have met your out-of-pocket maximum, you will not be charged.

## Who are the health care professionals?

Urgent medical care services for Horizon CareOnline are provided by U.S. board-certified, licensed doctors who average 15 years of experience in primary/urgent care.



Register now so you're ready whenever you need care.  
Visit [HorizonBlue.com/dsm](https://HorizonBlue.com/dsm) or download the **Horizon Blue app**.



[HorizonBlue.com/dsm](https://HorizonBlue.com/dsm)

<sup>1</sup>To download the **Horizon Blue app**, text **GetApp** to 422-272, or download it from the App Store® or Google Play™. There is no charge to download the **Horizon Blue app**, but rates from your wireless provider may apply. App Store® is a service mark of Apple Inc., registered in the U.S. and other countries. Google Play™ is a trademark of Google LLC.

<sup>2</sup>Horizon CareOnline does not replace your relationship with the primary doctor or behavioral health professional you may see on a regular basis, but Horizon CareOnline is available when you need it. Horizon Blue Cross Blue Shield of New Jersey complies with applicable Federal civil rights laws and does not discriminate against nor does it exclude people or treat them differently on the basis of race, color, gender, national origin, age, disability, pregnancy, gender identity, sex, sexual orientation or health status in the administration of the plan, including enrollment and benefit determinations.

Spanish (Español): Para ayuda en español, llame al **1-855-477-AZUL (2985)** (TTY 711). Chinese (中文): 如需中文協助, 請致電 **1-800-355-BLUE (2583)** (TTY 711).

For technical help, call the eService Desk at **1-888-777-5075** to speak with an agent for assistance, weekdays, between 7 a.m. and 6 p.m., Eastern Time. American Well is an independent company that supports Horizon Blue Cross Blue Shield of New Jersey in the administration of telehealth services. Horizon Blue Cross Blue Shield of New Jersey is an independent licensee of the Blue Cross Blue Shield Association. The Blue Cross® and Blue Shield® names and symbols are registered marks of the Blue Cross Blue Shield Association. The Horizon® name and symbols are registered marks, and Horizon CareOnline<sup>SM</sup> is a service mark, of Horizon Blue Cross Blue Shield of New Jersey. © 2024 Horizon Blue Cross Blue Shield of New Jersey. Three Penn Plaza East, Newark, New Jersey 07105. ECN0010156 (0824)