

Get More From Your Horizon Health Plan

Get well, stay well and stay connected with tools and resources



24/7 Secure Account

Get support and care from your mobile device or computer – anytime, anywhere – with the **Horizon Blue app** and HorizonBlue.com/DSM. Register and sign in to:

- View health plan details.
- Check claims status.
- Find in-network doctors, hospitals and other health care professionals.
- Get health advice and care from nurses and doctors.
- View, email or text your member ID card to your doctors and covered dependents.
- Connect with Member Services to get answers to your questions.



To get the app, text **GetApp** to **422-272**, or download it from the App Store® or Google Play™.

Care Anytime, Anywhere

Visit with U.S. board-certified, licensed doctors via video or phone with **Horizon CareOnlineSM**. Get treated for common health conditions, including colds and flu, fever, abdominal pain, sinusitis, skin irritations and more, without an appointment. You can also make an appointment to see behavioral health specialists from 7 a.m. to 11 p.m., for conditions such as anxiety, attention deficit/hyperactivity disorder (ADHD), bipolar disorder and depression.

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.



Use **Horizon CareOnline** from the **Horizon Blue app** or sign in at HorizonBlue.com/DSM.

Chat With a Nurse

Get advice and answers to health questions 24/7 from a registered nurse anytime, day or night. Access the **Nurse Chat** feature when you sign in to the **Horizon Blue app**. Nurse Chat is staffed by registered nurses with an average of 15 years of clinical experience. They provide physician-approved information to guide health care decisions.



To access **Nurse Chat**, sign in to the **Horizon Blue app**.

Wellness for Body and Mind

With **Horizon Behavioral HealthSM**, you'll get the right care through our extensive network of health care professionals and facilities, community organizations, online resources and digital tools. The Horizon Behavioral Health team will help you get the support you need 24/7. Services include individual and group counseling, autism care management, Substance Use Disorder treatment, crisis intervention, and postpartum depression and maternity care.



Call **1-800-626-2212** or visit HorizonBlue.com/behavioralhealth.

Spend Less with In-Network Care

When you have a medical emergency, go to the nearest Emergency Room. But when your illness or injury is not severe, consider an **in-network urgent care center** or **retail health center**. Both can handle basic injuries and minor illnesses, and at a fraction of the cost of the ER. For routine and preventive health care, see your **Primary Care Physician**. Routine care, such as a physical, is not covered at urgent care centers or retail health centers.



To find in-network care, sign in to the **Horizon Blue app** or at HorizonBlue.com/DSM.

Support for Health Conditions



Even if you're in good health, you can benefit from talking to a dedicated nurse who knows your benefits. If you have a sudden health issue, or are managing a chronic condition, your **Horizon Care Navigator** can:

- Provide ongoing support.
- Regularly monitor your medical situation.
- Work with your doctors and caregivers.

Call **Horizon Care Navigator** at **1-888-621-5894**, option **2**, option **3**, weekdays, 8 a.m. to 5 p.m., Eastern Time.

Online Health Management Tool



Manage your health securely and confidentially, with **My Health Manager**, powered by WebMD®. Customize your content based on your needs and health interests.

You can also use the Personal Health Record to store, track and manage your health information, including your immunization record, lab tests and medications.

Sign in to **My Health Manager** at HorizonBlue.com/DSM.

Get a Second Opinion



Whether you're dealing with a new diagnosis, upcoming surgery or existing condition, you can get help to better understand your health situation and learn more about your treatment options. Through **2nd.MD**, you can get connected with an experienced nurse or board-certified doctor for a second opinion via phone or video at no additional cost to you.

To reach **2nd.MD**, call **1-866-887-0711**.

Learn About Cost Before Care



Get important information about what you're likely to pay for anticipated care with the **Treatment Cost Estimator**.¹ Estimates are based on claims Horizon has received and your health plan details. You can also find out which in-network health care professionals near you provide a specific service and view potential questions to ask your doctor that can help you lower your out-of-pocket costs.

To use the **Treatment Cost Estimator**, sign in at HorizonBlue.com/DSM.

Save on Health and Wellness



Access exclusive health and wellness discounts through the free **Blue365**® program. Once you sign up, you'll receive weekly emails with great deals and discounts from top national and local retailers on fitness gear, gym memberships, healthy eating options and more.

Learn more about **Blue365** at HorizonBlue.com/healthydiscounts.

HorizonBlue.com/DSM

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).

¹ Costs are only estimates and may vary when claims are finalized. These estimates do not include unusually high or low claims for services.

WebMD® is a registered mark of WebMD, Inc. WebMD provides health assessment tools and wellness education to Horizon Blue Cross Blue Shield of New Jersey members. WebMD is independent from and not affiliated with Horizon Blue Cross Blue Shield of New Jersey. For more information about Horizon CareOnline, visit info.americanwell.com/where-can-i-see-a-doctor-online. 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. Nurse programs are for informational purposes only. Health care professionals cannot provide a diagnosis or recommend specific treatment, and they are not a substitute for a doctor's care. Services are not insurance programs and may be discontinued at any time. In an emergency, go to the nearest hospital or doctor or call **911**.

There is no charge to download the **Horizon Blue app**, but rates from your wireless carrier may apply. App Store® is a service mark of Apple, Inc. Google Play™ is a trademark of Google, LLC. All other trademarks and trade names are the property of their respective owners.

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, BlueCard® and Blue365® are registered marks of the Blue Cross Blue Shield Association. The Horizon® name and symbols and PRECIOUS ADDITIONS® are registered marks, and Horizon CareOnline™ and Horizon Behavioral Health are service marks, of Horizon Blue Cross Blue Shield of New Jersey. © 2022 Horizon Blue Cross Blue Shield of New Jersey. Three Penn Plaza East, Newark, New Jersey 07105. ECN004894 (0222)