



# 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](https://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 CareOnline**™.

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](https://HorizonBlue.com/DSM).

## Wellness for Body and Mind



With **Horizon Behavioral Health**™, 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](https://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](https://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.

## Talk to a Nurse Day or Night



When you have everyday health questions, or when you're faced with a more serious situation, you can call the **24/7 Nurse Line** anytime to get doctor-approved information about:

- What level of care (such as telemedicine, urgent care or self-care) may be best for your needs
- A diagnosis from your doctor
- Nutrition and exercise
- Health screenings and immunizations

Reach the **24/7 Nurse Line** anytime at **1-888-624-3096**.

## 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](https://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**.<sup>1</sup> 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](https://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](https://HorizonBlue.com/healthydiscounts).



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

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

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For Horizon CareOnline 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.

There is no charge to download the **Horizon Blue app**, but rates from your wireless carrier may apply.

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