

# Horizon CareOnline<sup>SM</sup> Expands Its Services

**You can now use Horizon CareOnline to get the medical and behavioral health care you need via video, chat or phone when you need it.**

Every day, members use Horizon CareOnline from Horizon Blue Cross Blue Shield of New Jersey to consult with licensed, board-certified doctors for health concerns such as colds, flu, fever, rash and more.

Now Horizon CareOnline can help you get more of the care you may need – the service has expanded to include consultations with psychiatrists, psychologists and social workers for therapy and counseling for conditions such as anxiety, bipolar disorder, depression, attention deficit/hyperactivity disorder (ADHD) and more.

You can schedule appointments between 7 a.m. and 11 p.m., Eastern Time, seven days a week.

## How Much Does a Visit Cost?

- **PPO plan:** Both medical and behavioral health visits have a \$5 copayment.
- **CDHP plan:** Both medical and behavioral health visits are subject to the deductible and then coinsurance, just like an office visit. You may be charged no more than the corresponding amount for the service:

**Medical visits:** Up to \$39.

**Behavioral health visits:** Varies based on the type of service and therapist. Consults range from \$79 to \$110 per visit, while initial psychiatric evaluations cost \$175.

**When accessing Horizon CareOnline, use service key “DSM” so you receive DSM member pricing.**

## Horizon CareOnline Registration: Free and Easy

- Sign into Member Online Services at **HorizonBlue.com/dsm** and click *Doctors & Care*; or
- Download the Horizon CareOnline app from the App Store<sup>SM</sup> or Google Play<sup>TM</sup>; or
- Visit **DSM.HorizonCareOnline.com**; or
- Call **1-877-716-5657**.

You will need to provide **Horizon Blue Cross Blue Shield of New Jersey** as your health plan and **DSM** as your service key.

## Already Registered for Horizon CareOnline?

The first time you access behavioral health services, you will need to provide the **DSM** service key. If online, select *Add Service Key* to enter this, or if calling the service, provide the service key to the representative.

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**Spanish (Español):** Para ayuda en español, llame al **1-855-477-AZUL (2985)**.

**Chinese (中文):** 如需中文協助, 請致電 **1-800-355-BLUE (2583)**。



Horizon Blue Cross Blue Shield of New Jersey

**DSM.HorizonCareOnline.com**

For more information, visit [info.americanwell.com/where-can-i-see-a-doctor-online](http://info.americanwell.com/where-can-i-see-a-doctor-online).

For technical assistance, email [HorizonCareOnline@AmericanWell.com](mailto:HorizonCareOnline@AmericanWell.com).

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