

There's a new way to use Horizon CareOnlineSM



Horizon Blue Cross Blue Shield of New Jersey makes it easier for you to stay in control of your health.

Horizon CareOnline lets you talk with a licensed, U.S. board-certified doctor via video, chat or phone whenever you need care.

Important Changes You Need to Know When Using Horizon CareOnline

Beginning **June 1, 2017**, Horizon CareOnline will feature a new app, website and phone number. You will no longer use the Amwell app, website and phone number to access Horizon CareOnline, and should delete the Amwell app if you have it.

If you are already registered to use Horizon CareOnline via the Amwell app, website or phone number, follow the instructions below to re-enroll and begin using the new Horizon CareOnline app, website and phone number.

If you haven't registered to use Horizon CareOnline, visit DSM.HorizonCareOnline.com, call **1-877-716-5657** or get the new app at the App StoreSM or Google PlayTM or by scanning this QR code with your web-enabled mobile device. During registration, enter **Horizon Blue Cross Blue Shield of New Jersey** as your Health Plan and **DSM** as your Service Key.



Horizon CareOnline does not replace your relationship with your Primary Care Physician (PCP) or personal doctor.

Through Horizon CareOnline, you receive care that is:

- **Dependable.** 24/7/365 access.
- **Convenient.** No appointment is needed and ePrescriptions can be provided if you need one.¹
- **Confidential.** Private and secure; compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

With Horizon CareOnline, you can be treated for symptoms and conditions such as colds, flu, fever, rash, abdominal pain, sinusitis, ear infection and much more.

How Much Does a Visit Cost?

If you are in a PPO plan, you pay a \$5 copayment. If you are in the CDHP plan, you pay no more than \$39 – first you will be charged \$5 on your credit or debit card, then after the claim is processed, you will be charged the remaining \$34. If you have met your out-of-pocket maximum, you will not be balanced billed.

Horizon Blue Cross Blue Shield of New Jersey complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

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)**。

¹ Telemedicine is available in all states except Arkansas and Texas, where video consultations are not permitted under the law.

To learn what applies in each state, visit info.americanwell.com/where-can-i-see-a-doctor-online.

For technical assistance, please email HorizonCareOnline@AmericanWell.com.

The App StoreSM is an online store and is a service mark of Apple, Inc. Google PlayTM is a trademark of Google, Inc. QR Code is a registered trademark of Denso Wave, Inc.

American Well is an independent company that supports Horizon Blue Cross Blue Shield of New Jersey in the administration of telemedicine services.

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