

# Programs for You and Your Family

## Special needs members

Horizon NJ Health has a Care Management Department to help members with special health care needs. If you or a family member has a complex or chronic medical condition, physical or developmental disability or a severe illness, you can get care management.

New members will get a call from Horizon NJ Health and be asked a few questions about their health. Your answers will help determine your chronic care needs.

You can also ask for an evaluation to see if you qualify for the special needs program by calling the Care Management Department at **1-800-682-9094 x89634 (TTY 711)**. Your PCP, specialist, social worker, community-based case manager or any other concerned agency can also ask for an evaluation for you.

A Horizon NJ Health Care Manager will complete a Comprehensive Needs Assessment. After the assessment is completed, a Care Manager will let you know what level of care management you or your family member needs and develop a Plan of Care. If you have a complex need, you will work with your Care Manager and your PCP or specialist to create a care plan that fits your needs.

## Care Management for special needs

There may be times when you need more than routine health care services. Horizon NJ Health has a program for members who need extra personal care. Our Care Management team helps coordinate complex health care and psychosocial needs for members who have special needs. Call us at **1-800-682-9094 x89634 (TTY 711)** if you have questions or concerns about:

- Baby needs
- Personal care
- Housing issues
- Advocacy
- Clothing
- NJ FamilyCare
- Domestic violence
- Attendants (home health aides or personal care assistants)
- Substance Use Disorder
- Parenting assistance
- Food
- WIC
- Mental health
- Support groups

Members with special needs may need extra access to doctors and specialists. Horizon NJ Health's Care Management team will help make sure that medical needs are met. They give education and support, including access to non-participating specialists if necessary. These members get an extra dental benefit of four preventive visits per year. Dental treatment in an operating room (OR) or Ambulatory Surgical Center (ASC) is also available for members with special needs when medically necessary. The Care Management team coordinates dental services and care with the help of the Dental Operations department, as needed.

Call your doctor's office first – at any time, 24 hours a day, seven days a week – whenever you need medical care. For a true emergency, go to the nearest ER, or call **911**.

# Programs for You and Your Family (continued)

## Care Management for the aged

Members age 65 and older may need additional services. Horizon NJ Health provides special services to help with:

- Assessing and managing depression
- Assessing and managing cognitive impairment
- Caregiver support
- Preventing institutionalization
- Access to preventive services, including but not limited to:
  - Flu and pneumonia vaccines
  - Mammograms
  - Cervical cancer screening
  - Colorectal health
  - Prostate education
- Disease management for conditions such as:
  - Asthma
  - Congestive Heart Failure (CHF)
  - Chronic Obstructive Pulmonary Disease (COPD)
  - Diabetes
  - HIV/AIDS
  - Hypertension

For information about these services, call the Care Management Department at **1-800-682-9094 x89634 (TTY 711)**.

We have screening tools and educational materials, and we will connect you with the right resources.

## Family planning services

If you are interested in family planning and contraceptive services, including genetic testing and counseling, we can help you find the services you need. We can also help you find doctors and clinics near you. Remember to take your Horizon NJ Health member ID card when you go to your appointment. You can also get family planning and contraceptive services from other clinics and doctors who accept the NJ FamilyCare program but who are not in the Horizon NJ Health network. Use your Health Benefits Identification Card (HBID) if you visit them.

## Women's services

If you need women's health services or you are going to have a baby, make an appointment with an Ob/Gyn or a certified nurse midwife (CNM) in Horizon NJ Health's provider network.

It's important for women to visit an Ob/Gyn for regular care. Women age 21 through 65 years old should have a pap test every three years. Women between the ages of 30 and 65 should be tested every five years if getting a pap test combined with a human papillomavirus (HPV) test. A pap test is the best way to find pre-cancerous cells that may cause cervical cancer. Routine cervical cancer screening is covered, at no cost to you.

Yearly mammograms are recommended for women age 40 and older, and are covered, at no cost to you. A mammogram can find breast cancer early – often one and a half to two years before a lump is big enough to be felt.



## Words to Know

**Pap test:** A cervical cancer screening

# Programs for You and Your Family (continued)

## Help for pregnant women: Mom's GEMS

If you think you are pregnant, call your Ob/Gyn or CNM right away for an appointment. As a mother-to-be, you can join the Mom's GEMS Program. GEMS stands for "Getting Early Maternity Services." Mom's GEMS can help you get good prenatal care, childbirth education classes, breastfeeding education, doula services, nutrition advice and, after your baby is born, postpartum information.

Once you learn you are pregnant, you will need to let your County Board of Social Services know so you can keep your NJ FamilyCare eligibility throughout your pregnancy.

### When you are pregnant, you should see your Ob/Gyn:

- At least once during the first two months, or once you know you are pregnant
- Every four weeks during the first six months
- Every two weeks during the seventh and eighth month
- Every week during the last month

You should visit your Ob/Gyn as scheduled after the birth of your baby for a postpartum visit.

If you are pregnant or have children, you are likely eligible for the WIC (Women, Infants and Children) program. This program gives you nutritional benefits, such as free milk, eggs and cheese. To apply for WIC in New Jersey, contact your local WIC agency to set up an appointment.

Horizon NJ Health can also help you with lactation services, such as breastfeeding classes/counseling and getting a breast pump and supplies.

## Is your family growing or changing?

Do you have a new family member or a new baby? Call Member Services at **1-800-682-9090** (TTY **711**) right away so we can help you get your new family member enrolled. It's also very important to tell your County Board of Social Services caseworker or Health Benefits Coordinator. Your child must enroll in NJ FamilyCare to be enrolled in Horizon NJ Health.

## Keeping your children healthy

The Early Periodic Screening, Diagnostic and Treatment (EPSDT) program is a government mandate that helps keep your children healthy. Horizon NJ Health has several programs to make sure your children get all of the EPSDT benefits through age 21.

The EPSDT program helps keep your child's immunizations and well-child visits on track. It also reminds parents to have their child's PCP screen for medical problems early and continue to check for problems as the child grows.



## Words to Know

**Prenatal care:** Care for pregnant women

**Postpartum:** Care for a woman after she delivers a baby

**EPSDT:** Early and Periodic Screening, Diagnostic and Treatment. This is a program for children up to age 21 to make sure they are getting appropriate care.

# Programs for You and Your Family (continued)

Taking your children to the doctor is very important for their growth and development. Your children need to go to the doctor several times a year up to age 2 and at least once a year from 2 to 20 years old. Babies should see their doctor at the following ages:

- Within 3 to 5 days post hospital discharge
- 1 month
- 2 months
- 4 months
- 6 months
- 9 months
- 12 months
- 15 months
- 18 months
- 24 months
- 30 months
- And once a year through age 20

During well-child visits, the doctor will check your child's vision, teeth, hearing, nutrition, growth and development, give vaccinations, treat any problems identified and refer your child to a specialist, if needed. These visits are also a good time to ask questions and talk about any problems or concerns you have.

Horizon NJ Health covers all of these services for members up to the age of 21.

Horizon NJ Health covers prescription and non-prescription drugs, in-home ventilator services and private-duty nursing for children, when needed.

Immunizations are safe and effective. By getting your child immunized, you can protect your child from serious illnesses, such as:

- Mumps
- Polio
- Tetanus
- Chicken pox
- Hepatitis B
- Rotavirus
- Meningitis
- Measles
- Rubella
- Diphtheria
- Influenza
- Hepatitis A
- Pertussis
- Pneumococcal invasive disease

Children should get these immunizations before their second birthday.

Children should have their first dental exam when they are a year old, or when they get their first tooth, whichever comes first. The NJ Smiles program allows non-dental providers to perform oral screenings, caries risk assessments, anticipatory guidance and fluoride varnish applications for children through age 3. If additional care is needed, members can find a complete list of dentists who treat children 6 years of age or younger in *The NJFC Directory of Dentists Treating Children Under the Age of 6*. This separate list of dentists is located at [horizonNJhealth.com/kidsdentists](http://horizonNJhealth.com/kidsdentists).

## Children with special health care needs

Horizon NJ Health has a special program for children who need extra care. Our Care Management Department can help coordinate complex health care and psychosocial needs for children enrolled who have special needs. Our Care Management team will help make sure that medical needs are met and they receive the support they need.

# Programs for You and Your Family (continued)

Children with special needs also have Early Periodic Screening, Diagnostic and Treatment (EPSDT) benefits to help keep them healthy. Horizon NJ Health helps keep your child healthy from birth until they are 21 years old. This program helps keep your child's immunizations and well-child visits on track. It also reminds parents to have their child's PCP screen for medical problems early and keep checking for problems to help prevent serious disease as the child grows. Children with special needs have an extra dental benefit of four preventive visits per year.

If your child has a condition that needs ongoing care from a participating specialist or has a life-threatening or disabling condition or disease, your child can go to the specialist as often as needed to treat the condition.

## Get your child tested for lead poisoning

Lead poisoning happens when too much lead gets into the body by eating or breathing it, or through the skin. According to New Jersey state law, your child must be tested for lead poisoning between 9 and 18 months old (preferably at 12 months) and again between 18 and 26 months (preferably at 24 months old). Any child age 6

months or older who has been exposed to a known or suspected lead source should have a lead test right away. If a child between the ages of 24 months and 6 years old has not received a screening blood lead test, the child must get tested immediately, regardless of whether the child is determined to be at a low or high risk.

Children age 6 and under who have high blood lead levels will be placed in a lead care management program. Lead Care Managers are nurses who work with you to help keep your child lead free. The lead program gives you information about keeping your home lead free and safe. You will get information on blood lead levels and how to prevent lead poisoning, including housekeeping, hygiene, appropriate nutrition and why it's so important that you follow your doctor's instructions when dealing with lead problems.

A Horizon NJ Health nurse will work with your child's PCP, the Department of Health, WIC and laboratories to make sure that your child's high blood lead levels are lowered so your child can be healthy.



## Services for you

We can help you with any health issues. Call toll free at **1-800-682-9094** (TTY 711) for information about these issues:

- Asthma
- HIV/AIDS
- Diabetes
- Lead
- COPD
- Hypertension
- Mom's GEMS (prenatal care)
- Congestive Heart Failure (CHF)
- Complex Case Management
- Childhood Wellness (immunizations and well-child visits)



## Words to Know

**Lead:** Can be found in places you don't expect. Cooking utensils, toys, jewelry, makeup and candies imported from other countries may contain lead.

# Programs for You and Your Family (continued)

## **Asthma management**

Horizon NJ Health has clinical staff available to help you or your child greatly lower the risk of asthma attacks.

You will learn what “triggers” your asthma attacks and how to avoid them. Peak flow meters and spacers are available with a prescription from your PCP. It’s important to take your asthma medicine as prescribed by your doctor, even if you don’t feel any symptoms.

## **Diabetes disease management**

Our clinical staff is available to help any member diagnosed with diabetes. We can help you learn to manage your diabetes. It’s important for diabetics to complete recommended screenings such as lab tests and see an eye doctor for a retinal exam.

Educational materials about meal planning, insulin and medicine use are available, and Horizon NJ Health will help you find a diabetic specialist and/or nutritionist.

You can get prescriptions for insulin and syringes from your PCP. Diabetic testing machines and supplies are also available with a prescription from your PCP.

## **Congestive heart failure (CHF) management**

Horizon NJ Health has clinical staff available to help you improve your quality of life, reduce hospitalizations and emergency room visits, and provide you with more information about CHF.

You will get helpful tips to reduce symptoms of CHF, such as how a proper diet, weight monitoring, fluid management and medicine can control blood pressure. We can help coordinate your health care between your PCP and specialist.

## **Hypertension management**

Hypertension is high blood pressure. This is known as a “silent killer” because there may be no symptoms. We will help you learn about high blood pressure, its signs and symptoms, medicine and how to manage their blood pressure and prevent stroke.

## **COPD management**

COPD stands for chronic obstructive pulmonary disease. Clinical staff are available to help members with COPD to help them learn more about this disease and how to reduce symptoms.

## **HIV/AIDS management**

Horizon NJ Health has Care Managers to help members diagnosed with HIV or AIDS. Horizon NJ Health works closely with members and their doctors to create and coordinate the best plan of care.



## ***Words to Know***

**COPD:** A lung disease that makes it hard to breathe

# Programs for You and Your Family (continued)

## Horizon Neighbors in Health: Education Works

You can earn a high school diploma through our Horizon Neighbors in Health: Education Works program, at no cost to you. The program will:

- **Connect you** with groups in your area to help you study.
- **Give you telephone coaching** throughout the process to help you stay on track.
- **Work with you one-on-one** to understand your situation and remove any barriers that are preventing you from getting your high school diploma, such as transportation to the testing center or childcare during the test.\*
- **Pay** the pre-test and test fees.\*\*

To learn more, call **1-609-537-2076** (TTY **711**), weekdays, 9 a.m. to 5 p.m., ET or visit [horizonNJhealth.com/EducationWorks](https://horizonNJhealth.com/EducationWorks).

\*Services will be provided when needed.  
Not all members will receive these services.

\*\*Limited to three attempts.



**If you no longer want to be enrolled** in a disease management program, please call our Care Management Department toll free at **1-800-682-9094** (TTY **711**).