

Care Notes

Issue 1, 2019



6 tips to get the most from your health plan

Horizon NJ Health wants to make sure you have the information you need to take care of your health. Our specially-trained Member Services Representatives are here to help you understand your benefits. If you have any questions, please call Managed Long Term Services & Supports (MLTSS) Member Services at **1-844-444-4410 (TTY 711)**, 24 hours a day, seven days a week, 365 days a year.

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1 Build a relationship with your Primary Care Provider

Quality care starts with your Primary Care Provider (PCP) — someone who you trust with your health and well-being. We also work with your PCP to:

- Encourage you to get annual checkups and preventive screenings – at **no cost** to you
- Coordinate your care with other doctors or specialists

2 Get an appointment with your doctor quickly and easily

Your time is valuable. If you are on time for your appointment, you should not have to wait too long to see your doctor.

Things to remember:

- When making your appointment, ask to be the first one seen that day.
- Call us if you need help getting an appointment with a specialist.
- Ask your doctor’s office to let you know if they are running late.

3 Enjoy convenient access to all of your plan information

Register or sign in at **horizonNJhealth.com** to:

- View your member ID card or request a new ID card
- Change your PCP
- Get a list of covered prescription drugs
- Get important plan information
- Find a doctor, hospital or specialist near you

Be sure to get a referral from your PCP to see a specialist. You do not need a referral to see a dentist or Ob/Gyn, or for routine eye care or mammograms.

4 Work with a Care Manager to help you coordinate all of your health care needs

Our Care Managers can help you understand your benefits and help you get the care you need. They can help you:

- Better manage chronic conditions such as diabetes or high blood pressure
- Arrange other resources or services you may need

Care Managers are available Monday through Friday, from 8 a.m. to 5 p.m., Eastern Time (ET). Please call **1-844-444-4410 (TTY 711)**.

5 Watch for reminders when you are due for appointments or preventive care

Getting preventive health screenings or vaccines, like annual wellness visits or flu shots, are an important part of your health. Many of these are covered under your benefits so there is no cost to you. If you have questions or concerns about a vaccine or screening, call Horizon *Healthy Journey* at **1-844-754-2451 (TTY 711)**.

6 Renew your NJ FamilyCare eligibility every year

Don’t risk losing your coverage.

- Call your County Welfare Agency (CWA) or NJ FamilyCare at **1-800-701-0710 (TTY 1-800-701-0720)** to find out your renewal date.
- If you receive a form, blank application or written request from NJ FamilyCare, respond right away.



Caring for a loved one: you are not alone

Caregivers are responsible for tasks that can be draining, especially activities of daily living (ADLs). ADLs are often physically hard to do, including helping your loved one bathe, toilet, get dressed and eat. Being a caregiver can be harder if your loved one has a cognitive (decline in memory or thinking skills) disease such as dementia. Your loved one may be moody, wander away from home or be in a dangerous situation, like leaving the stove on or forgetting to turn off the faucet.

Every situation has different hardships. Some caregivers find that they cannot leave their loved one alone or have so many responsibilities that they must cut back working hours or stop working altogether. If there is no other household income, this can cause financial problems.

Avoiding burnout

To avoid feeling exhausted, it is important that you take care of yourself first. Exercise, eat healthy meals that are good for you, and make time to do things you enjoy, like meeting friends or reading.

Groups like your local Area Agency on Aging can also help caregivers find support, including ways to handle finances, finding an in-home aide or connections with other caregivers. Find your local chapter by visiting n4a.org. Your Care Manager can assist with caregiver supports - be sure to discuss it with them. You can also find resources at horizonNJhealth.com under the *For Caregivers* tab.

Horizon NJ TotalCare (HMO SNP) All your benefits in one plan

If you are eligible for Medicaid and Medicare, you can get all your health care benefits under one convenient plan. **With Horizon NJ TotalCare (HMO SNP), you can receive benefits and services at no cost to you.** Horizon NJ TotalCare (HMO SNP) includes:

- **\$0 premiums**
- **\$0 copayments**
- **\$0 deductibles**
- **No referrals**
- **\$245 per quarter** to purchase health items from the Health Products Benefit Catalog
- **NEW: An additional \$250 per quarter** on a prepaid Over-the-Counter (OTC) Benefit Card to purchase eligible health care products from retail stores like Walmart or CVS



To learn more, call **1-888-328-5736** (TTY 711), 24 hours a day, seven days a week, or visit HorizonBlue.com/TotalCare.

Our commitment to quality

Horizon NJ Health's Quality Improvement (QI) program works with members and physicians to improve the quality of care and services you receive. Our QI program ensures these services continue to be appropriate, necessary and properly administered. We monitor areas that affect the care our members get, like access to care, screenings and member satisfaction. For more information about Horizon NJ Health's QI program and its progress toward goals, visit horizonNJhealth.com/quality, or call Member Services at **1-844-444-4410** (TTY 711) and ask for the Quality Department.



Save money with NJSave

NJSave is an electronic application system for New Jersey seniors and disabled residents to access savings and assistance programs all in one place.

Save Money on:

- prescription costs
- living expenses

To find out if you qualify for any programs that provide financial assistance for health care costs and living expenses, visit njdoas-ua.force.com/njsave/quickstart.



Caring for a loved one with a cognitive impairment

Caring for a loved one with a cognitive impairment (decline in memory or thinking skills) can be challenging. Even having a simple conversation can be difficult. Individuals with cognitive impairment can experience:

- Aggressive or impulsive behaviors
- Lack of motivation
- Memory problems
- Poor judgment
- Fixation on/repetition of an idea or activity
- Incontinence (trouble holding urine or bowels)
- Paranoia (suspicion or mistrust of people)
- Wandering

To help your loved one, keep language simple, and ask one question at a time. For example, instead of asking “Would you like to come in and sit down and have a snack?” use simple statements such as “Sit down here.” and “Here’s a snack for you.”

Wandering and poor judgment could lead to dangerous situations and the need for 24-hour supervision. Use the resources below and know who to contact in your community in case of an emergency.

If you have questions about cognitive impairment or would like more information, you can talk to your loved one’s Care Manager, or call Member Services at **1-844-444-4410** (TTY **711**), 24 hours a day, seven days a week.

Resources

Center for Parent Information and Resources, parentcenterhub.org/repository/intellectual
 Family Caregiver Alliance, caregiver.org/caring-adults-cognitive-and-memory-impairment
 Alzheimer’s Association, alz.org



A reminder about lab services

We encourage you to use Laboratory Corporation of America® Holdings (LabCorp) when getting laboratory services. LabCorp is your laboratory services provider.

You can visit horizonNJhealth.com/findadoctor to find a LabCorp location near you. Select *Other Healthcare Services* from the dropdown menu, then type *Laboratory* in the search field.

LabCorp also offers online appointment scheduling for all New Jersey Patient Service Centers. Visit labcorp.com/PSC to find a location. Walk-in patients are welcome.

You can use *LabCorp Patient*, an online service, to download and print your test results on your own. You can register at patient.labcorp.com. LabCorp will give your test results to your doctor before posting them to your online account.



Need a ride?

LogistiCare coordinates non-emergency transportation to covered medical appointments, at no cost to you. Here’s what you can do to easily and conveniently schedule a ride:

- Call the LogistiCare Reservation Line 48 hours in advance of your appointment toll free at **1-866-527-9933** (TTY **1-866-288-3133**) from 8 a.m. to 4:30 p.m., ET.
- Make your reservation online at member.logisticare.com.
- Download the free *LogistiCare Trip Manager* from the app store on any smartphone and schedule your ride via the app.

Member rights and responsibilities

As a Horizon NJ Health member, you have rights, responsibilities and choices in the care you get. Your member rights and responsibilities can be found in your Horizon NJ Health Managed Long Term Services & Supports (MLTSS) Member Handbook, or at horizonNJhealth.com/memberrights.

Older Americans Month 2019

May is recognized as Older Americans Month. The Administration of Aging announced that the 2019 theme is: Connect, Create, Contribute. Older adults and their communities are encouraged to:

- **Connect** with friends, family and services that support participation
- **Create** by engaging in activities that promote learning, health and personal enrichment
- **Contribute** your time, talent and life experience to benefit others

Recognizing older adults and their contributions makes stronger communities and benefits all its members. For more information about Older Americans Month and how you can get involved, visit acl.gov/oam.



Are you at risk for aspiration pneumonia?

Older adults, people with dementia, stroke survivors and people with conditions like Parkinson's disease, multiple sclerosis and cerebral palsy often have trouble swallowing. This may put them at a higher risk of getting aspiration pneumonia. Aspiration pneumonia happens when food, saliva, liquids or vomit are breathed into the lungs instead of being swallowed into the stomach.

Signs/symptoms of aspiration pneumonia may include:

- Delirium (confusion)
- Raised respiratory (breathing) rate
- Fever, chills or chest pain
- Shortness of breath
- Fatigue (tired)
- Hoarse voice after swallowing
- Wet coughing after eating

To prevent aspiration pneumonia:

- See a speech pathologist or swallow therapist
- Practice exercises to strengthen throat muscles
- Use proper oral hygiene
- Eat slowly and take small bites
- Sit upright while eating
- Avoid medicines that cause drowsiness

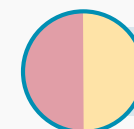


If you think you are at risk for aspiration pneumonia, talk to your doctor, as you may have a higher risk of being admitted to the hospital.

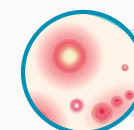
Preventing bedsores

Bedsore are open wounds found on the skin. They are common among older adults and people with disabilities. Bedsore are caused by long periods of pressure on the skin against a hard surface, such as a bed, chair or wheelchair. They are often found on bony areas of the body such as the hips, back, heels, ankles and buttocks.

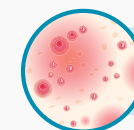
Symptoms of bedsores include:



Changes in skin color



Open sores



Swelling of the skin



Skin feeling cooler or warmer to the touch than other areas

To prevent bedsores, you should:

- Check your whole body every day for signs of sores
- Pay attention to bony areas of the body
- Keep your skin clean and dry
- Use mild soaps and moisturizers
- Change wet clothing/diapers often
- Change your body position at least every two hours
- Drink plenty of fluids
- Use pillows and pads to reduce pressure on bony areas of the body

You should see your doctor right away if you notice any changes in your skin.

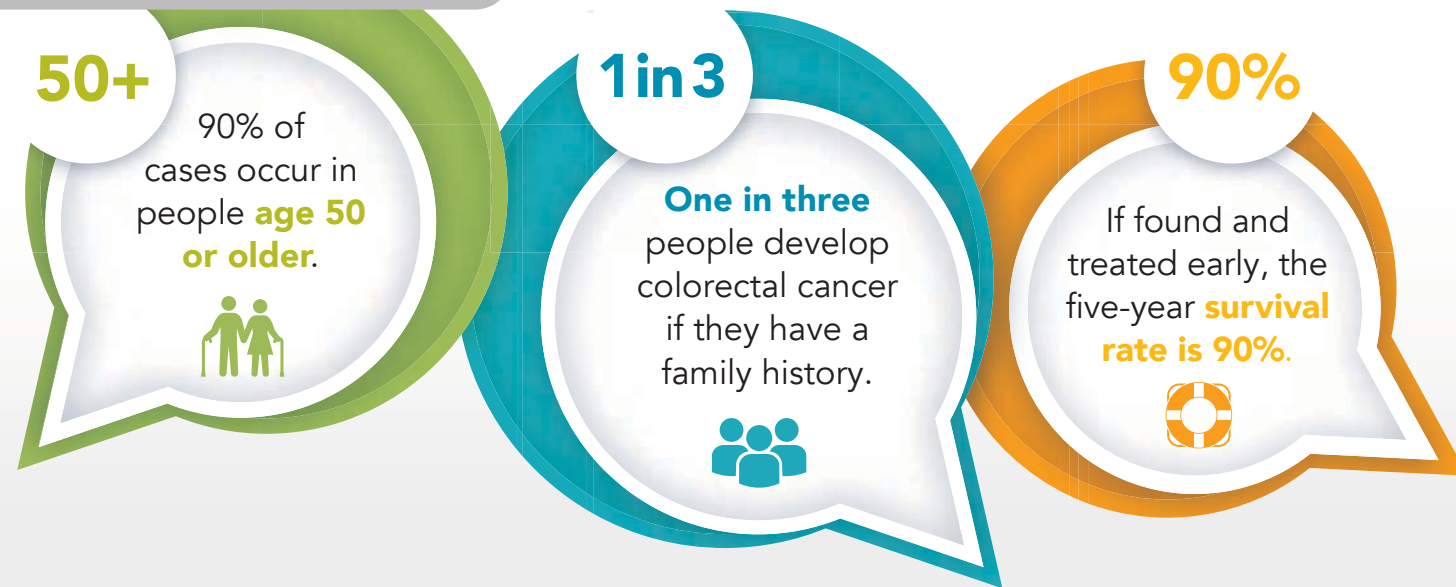
Renew it or lose it!

Your health benefits with Horizon NJ Health depend on your NJ FamilyCare coverage. You must renew your NJ FamilyCare coverage on time in order to keep your membership with Horizon NJ Health. If you miss your renewal deadline, you risk losing health coverage for you and your family.

What you need to do:

- **Check your mail:** You may receive a form from NJ FamilyCare that you will need to complete.
- **Respond to any written requests right away:** If NJ FamilyCare asks you to confirm your family size or complete an application, you must do so as soon as possible so there is no disruption in your coverage.

To renew your coverage, or find out your renewal date, contact NJ FamilyCare at **1-800-701-0710** (TTY **1-800-701-0720**) or your eligibility agency, such as your local County Welfare Agency (CWA).



Colon cancer is treatable. Detect it early by a simple screening.

Colorectal cancer, also called colon cancer, occurs in the colon or rectum. If you've had colorectal polyps or inflammatory bowel disease, your risk of getting colon cancer is higher. Both men and women, usually age 50 or older, can get colon cancer. When colon cancer is found early, the chances of successful treatment are greater. Talk to your PCP to see which of the following tests are best for you. **Screenings save lives!**

Screening	Description	How Often?
Fecal Occult Blood Test	Also referred to as FOBT or FIT test – a lab test that looks for blood in a stool sample.	Once a year
Flexible Sigmoidoscopy	A procedure that uses a tiny camera on a thin tube to view the rectum and lower third of the colon to check for signs of cancer.	Every 5 years
Colonoscopy	Similar to a sigmoidoscopy, but uses a longer tube to view the entire colon.	Every 10 years
CT Colonoscopy	A CT scanner is used to take images of the colon.	Every 5 years
FIT-DNA test	Also referred to as the stool DNA test – a lab test that checks for DNA changes and blood in a stool sample.	Every 1 to 3 years

If you have any questions about preventive screenings, call the Horizon *Healthy Journey* line at **1-844-754-2451** (TTY 711), Monday through Friday from 8:30 a.m. to 5 p.m., ET.



First aid for seizures

Seizures can happen quickly, and it is important to know how to care for someone who is having a seizure. First aid for seizures involves keeping a person safe until the seizure stops by itself.

If someone is having a seizure, you should:

- Call **911**, and check for a medical bracelet.
- Ease the person onto the floor.
- Gently turn the person onto his or her side.
- Clear the area of anything hard or sharp.
- Place something soft under the person's head.
- Loosen tight clothing around the neck.
- Time the seizure.
- Stay with the person until the seizure ends.
- Stay calm.

You should never:

- Put anything in the person's mouth.
- Hold the person down or try to stop their movements.

If you have seizures or care for someone who does, ask your doctor for more information about what to do during and after a seizure.

Sources: American Epilepsy Society, aesnet.org
Centers for Disease Control & Prevention, cdc.gov/epilepsy/about/first-aid.htm

Reminder: you have access to Member Advocates

All MLTSS Members have access to a Member Advocate. Member Advocates work with you to make sure any questions about your MLTSS benefits, services and decisions are answered. He or she works closely with you, your care team and state representatives to make sure your needs and goals are being met.

To speak with a Member Advocate, please call **1-844-444-4410** (TTY 711) Monday through Friday, from 8 a.m. to 5 p.m., ET.

Formulary Changes

We want to let you know about the recent changes to our formulary list, also called preferred drug list (see box). The changes found in this list will be added to our Drug Formulary list on our website at horizonNJhealth.com. You can also find the approved drug list online. This list includes an explanation and listing of step therapy, quantity/age limitations and drugs that require prior authorization (approval).

Here is a list of recent changes:

Covered Change Description	Brand (Generic) Drug Name	Alternatives (if applicable)
Covered	Cimduo (lamivudine, tenofovir disoproxil fumarate)	
Covered	Symfi Lo (efavirenz, lamivudine, tenofovir disoproxil fumarate)	
Covered	Symfi (efavirenz, lamivudine, tenofovir disoproxil fumarate)	
Covered	Renflexis (infliximab-abda)	
Covered	Crysvita (burosumab-twza)	
Covered	Jynarque (tolvaptan)	
Covered	Steglatro (ertugliflozin)	
Covered	Segluromet (ertugliflozin and metformin)	
Covered	Generic Albuterol HFA	
Covered	Lumigan (bimatoprost) 0.03%	
Covered	Aristada Initio (aripiprazole)	
Covered	Aristada (aripiprazole)	
Covered	Fulphila (pegfilgrastim-jmdb)	
Covered	Retacrit (epoetin alfa-epbx)	
Covered	Mulpleta (lusutrombopag)	
Covered	Tibsovo (ivosidenib)	
Covered	Humira (adalimumab) 10 mg/0.1 ml, 20 mg/0.2 ml, 40 mg/0.4 ml, 80 mg/0.8 ml,	
Not Covered	Remicade (infliximab)	Renflexis
Not Covered	Condylox (podofilox) gel	Generic Condylox Solution
Not Covered	Kristalose (lactulose) pack	Lactulose Solution
Not Covered	Jardiance (empagliflozin)	Steglatro
Not Covered	Synjardy (empagliflozin and metformin)	Segluromet
Not Covered	Ventolin HFA (albuterol)	Authorized Generic Ventolin HFA, ProAir HFA
Not Covered	Zytiga 500 mg (abiraterone)	Generic Zytiga 250 mg
Not Covered	Xtandi (enzalutamide)	Generic Zytiga 250 mg
Not Covered	Erleada (apalutamide)	Xtandi
Not Covered	Innopran XL (propranolol)	Generic Inderal LA (propranolol)
Not Covered	Inderal XL (propranolol)	Generic Inderal LA (propranolol)
Not Covered	Zelboraf	Tafinlar/Mekinist
Not Covered	Cotellic	Tafinlar/Mekinist
Not Covered	Neulasta (pegfilgrastim)	Fulphila
Not Covered	Procrit (epoetin)	Retacrit

Please talk with your PCP about these changes. If your PCP decides that, for medical reasons, you must take a drug that is not on the formulary list or needs pre-approval, including a brand name medication exception, he or she can call us and ask for special permission (prior authorization) for you to get the drug. Please note that Horizon NJ Health's maximum days' supply limit is 30 days.

Your PCP may call the Horizon NJ Health Pharmacy Department at **1-844-444-4410** (TTY **711**) to request a prior authorization.

Make fall prevention a priority



Each year, millions of older adults fall. Falls are the most common cause of injury in older adults. You may be more likely to fall if you:

- Have arthritis (joint swelling)
- Have low levels of vitamin D
- Are overweight
- Drink alcohol
- Have dementia
- Have impaired vision or hearing
- Take drugs that make you drowsy

Don't lose your independence! Falls can be avoided. Many people don't think it will happen to them.

6 Must-haves to prevent falls

- 1. A regular exercise routine.** Keep moving with activities that improve your strength and balance. Try walking or Tai Chi.
- 2. Grab bars and handrails.** These should be installed in tubs and on stairs to help you get in and out (and up and down) with ease.
- 3. Good lighting.** If you can't see well, falls are more likely to occur by tripping in low-lit areas of your house.
- 4. Medication check with your doctor.** Make sure your doctor knows about all of the medications you are taking, including over-the-counter. Tell your doctor right away if your medication makes you dizzy.
- 5. Updated glasses.** Have your vision checked once a year and make sure you get a new pair if your vision changes.
- 6. Clutter free home.** Get rid of things that you could trip over like loose rugs or wires.

Bonus tip:

Ask your doctor about vitamin D supplements for improved bone, muscle and nerve health.

3 MILLION

Older people are treated in the ER for fall injuries.



ONE OUT OF FIVE

falls causes a serious injury such as broken bones or a head injury.



ONE OUT OF FOUR

older adults fall each year, but less than half tell their doctor.

Our Notice of Nondiscrimination

Horizon NJ Health 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.

Horizon NJ Health provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and information written in other languages.

Contacting Member Services

Please call Member Services at **1-844-444-4410** (TTY **711**) or the phone number on the back of your member ID card, if you need the free aids and services noted above and for all other Member Services issues, including:

- Claim, benefits or enrollment inquiries
- Lost/stolen ID cards
- Address changes
- Any other inquiry related to your benefits or health plan

Filing a Section 1557 Grievance

If you believe that Horizon NJ Health has failed to provide the free communication aids and services or discriminated on the basis of race, color, gender, national origin, age, or disability, you can file a discrimination complaint also known as a Section 1557 Grievance. Horizon NJ Health's Civil Rights Coordinator can be reached by calling the Member Services number on the back of your member ID card or by writing to the following address:

Horizon NJ Health – Civil Rights Coordinator
PO Box 10194
Newark, NJ 07101

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

Office for Civil Rights Headquarters
U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019 or **1-800-537-7697**m(TTY)

OCR Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.
Para ayuda en español, llame a **1-844-444-4410** (TTY **711**).

Getting help in your language

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call **1-844-444-4410** (TTY **711**). This document is also available in other languages, as well as other formats, such as large print and Braille.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-844-444-4410** (TTY **711**).

注意: 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-844-444-4410** (TTY **711**)。

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-844-444-4410** (TTY **711**)번으로 전화해 주십시오.

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-844-444-4410** (TTY **711**).

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-844-444-4410** (TTY **711**).

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer **1-844-444-4410** (TTY **711**).

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-844-444-4410** (TTY **711**).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **4410-444-844-1** (رقم هاتف الصم والبكم **711**).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-844-444-4410** (TTY **711**).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-844-444-4410** (телетайп **711**).

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-844-444-4410** (TTY **711**).

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। **1-844-444-4410** (TTY **711**) पर कॉल करें।

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-844-444-4410** (TTY **711**).

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-844-444-4410** (ATS **711**).

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں

1-844-444-4410 (TTY **711**).

Care Notes

Member Services **1-844-444-4410** (TTY **711**) 24 hours a day, seven days a week. horizonNJhealth.com

CARE NOTES is published for members of Horizon NJ Health, 1700 American Blvd., Pennington, NJ 08534. Information in CARE NOTES comes from a wide range of medical experts. If you have any concerns or questions about specific content that may affect your health, please contact your health care physician. Models may be used in photos and illustrations.

Horizon NJ TotalCare (HMO SNP) is an HMO Medicare Advantage Dual Eligible Special Needs plan with a Medicare contract and a contract with the State of New Jersey Medicaid Program. Enrollment in Horizon NJ TotalCare (HMO SNP) depends on contract renewal. Products are provided by Horizon NJ Health. Communications are issued by Horizon Blue Cross Blue Shield of New Jersey in its capacity as administrator of programs and provider relations for all its companies. Both are independent licensees of the Blue Cross and Blue Shield Association.

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Horizon Blue Cross Blue Shield of New Jersey has joined active users on Facebook® with our own corporate page, facebook.com/HorizonNJH



You can stay up-to-date with the latest company news and health and wellness information. Follow us on Twitter,™ twitter.com/HorizonNJHealth