

# Care Notes

Issue 2, 2019



[horizonNJhealth.com](http://horizonNJhealth.com)



Horizon NJ Health

Horizon NJ Health wants to make sure you have the information you need to take care of your health. Our specially-trained 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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## Our commitment to quality

Horizon NJ Health's Quality Improvement (QI) program works with members and providers 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](http://horizonNJhealth.com/quality), or call Member Services at **1-844-444-4410** (TTY 711) and ask for the Quality Department.



## Protecting you from the growing measles outbreak

According to the Centers for Disease Control and Prevention (CDC), 1,164 measles cases have been confirmed in 30 states as of July. This is the largest outbreak of measles in the United States since 2000. There are currently 17 confirmed cases in New Jersey.

### Symptoms

Measles is considered the most deadly of all childhood rash/fever illnesses. Measles can cause serious health problems such as ear infections, pneumonia, swelling of the brain and miscarriage in pregnant women.

#### Symptoms may include:

- Cough
- High fever
- Rash
- Red watery eyes
- Runny nose

If you have symptoms and could have been exposed to the disease, please call your doctor immediately.

### How to protect your family

The MMR (measles, mumps and rubella) vaccine protects children from measles, mumps and rubella.

Vaccines are an important part of keeping your child healthy – today and in the future. Please make sure your child is up to date on all recommended vaccinations. If you received the measles vaccine between 1963 and 1968, speak with your doctor about getting revaccinated. Booster vaccines are not necessary for those who received two doses of measles vaccine as children. According to the United States vaccination schedule, these people are protected for life and do not ever need a booster dose.

### Unsure about your immunity?

If you are unsure whether you are immune to measles, you should first try to find your vaccine records or documentation of measles immunity. If you do not have written documentation of measles immunity, you should get the MMR vaccine.

Another option is to have a doctor test your blood to determine whether you are immune. There is no harm in getting another dose of MMR vaccine, even if you are already immune to measles (or mumps or rubella).

Not sure if you are fully vaccinated? Talk with your doctor.

# Updates to your NJ FamilyCare MLTSS services



At Horizon NJ Health, we will always let you know when there are changes to your health benefits. As of **April 1, 2019**, there are changes to Office Based Addiction Treatment services. Please take a moment to review the changes below. You can also view a complete list of covered benefits at [horizonNJhealth.com/covered\\_benefits](http://horizonNJhealth.com/covered_benefits).

- **Office Based Addiction Treatment and Navigator Services:** covered.
- **Prescription Drugs (retail pharmacy):**

#### **Coverage includes:**

- o Atypical antipsychotics
- o Buprenorphine/naloxone, buprenorphine, naltrexone and methadone or any other drug within this category when used for treatment of opioid dependence
- o Drugs that may be excluded from Medicare Part D coverage

#### **Coverage excludes:**

- o Erectile dysfunction drugs; and
- o Drugs not covered by a third-party Medicare Part D formulary

If you have any questions, please call Member Services toll free at **1-844-444-4410 (TTY 711)** 24 hours a day, seven days a week.

### **American Sign Language Services**

Member Services handles all requests for American Sign Language (ASL) Services under your covered benefits. Member Services will confirm eligibility and connect you to these services. Requests require at least five business days. If you need to cancel or change a service for any reason, Member Services can assist you by calling **1-844-444-4410 (TTY 711)**.

## Remember to renew your NJ FamilyCare coverage



As an NJ FamilyCare member, you must renew your coverage on time. If you miss your renewal deadline, you may lose health coverage for you and your family.

### **Important reminders**

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

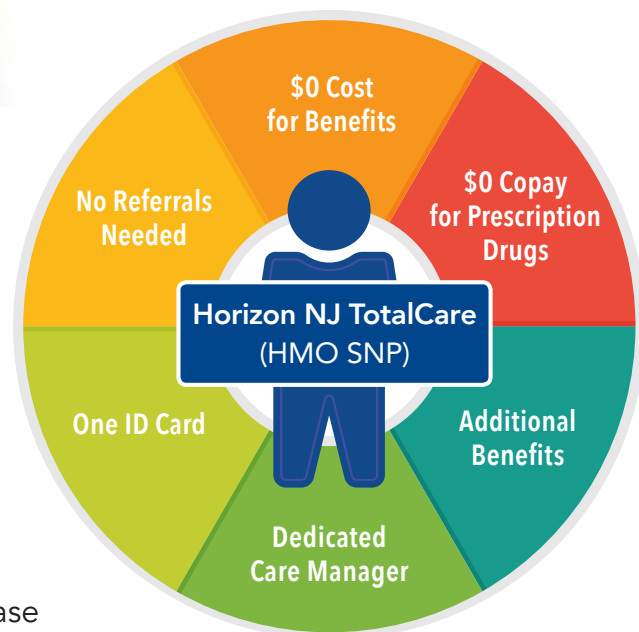
To renew your coverage, contact NJ FamilyCare at **1-800-701-0710 (TTY 1-800-701-0720)** or your eligibility agency, such as your local County Welfare Agency (CWA).



## Do you have both Medicaid and Medicare?

Horizon NJ Health members who have or who are eligible for Medicare may also be eligible for **Horizon NJ TotalCare (HMO SNP)**. This plan combines all covered Medicare and Medicaid managed care benefits into one easy-to-use, no-cost plan. Horizon NJ TotalCare (HMO SNP) members have the following benefits:

- **\$245 per quarter** to purchase health items from the Health Products Benefit Catalog
- **An additional \$250 per quarter** on a prepaid Over-the-Counter (OTC) Benefit Card to purchase eligible health care products from participating retail stores
- **FitnessCoach® Program** offering a free membership at participating fitness centers and YMCAs, or free Home Fitness Kits



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

## Updates to the Internal Appeal process

Horizon NJ Health has a process for members who ask us to review and change our decision if we have denied or reduced services. This is called an Internal Appeal. There is an update to when members can ask for a faster review time and how they can do so. If you or your treating provider believe the 30 calendar-day decision timeframe is too long and could harm your health, you can call us and ask for a fast appeal. During a fast appeal Horizon NJ Health will decide your Internal Appeal within 72 hours of receiving it. You may ask for a fast appeal:

- If you are an inpatient in a facility,
- If the care you received was for an urgent or emergency health concern, OR
- It is medically necessary and taking 30 calendar days to decide the appeal could seriously harm you in some way.

To ask for a fast appeal, please call **1-800-682-9094 x89606 (TTY 711)**, Monday through Friday, 8:30 a.m. to 5 p.m., Eastern Time (ET).

# Do you have a backup plan?

MLTSS members have a set schedule for the in-home services and care they receive. However, there may be times when service gaps could unexpectedly occur, such as a Personal Care Assistant who is unable to show up for a regularly scheduled home visit. This is why all MLTSS members must develop a backup plan with their Care Manager.

## A backup plan includes:

- Telephone number of the agency or person expected to provide back-up care if the primary person cannot
- Instructions on how the member should report the gap in care to his or her Care Manager
- Member's preference for having the back-up care provided under these unplanned circumstances

The MLTSS Care Manager works with members, their caregivers and families as well as service providers to make sure a plan can be developed to address unexpected cancellations. Members should keep a copy of their backup plan handy.

## If a service is unexpectedly canceled, a member should:

- Call his or her Care Manager
- Call MLTSS Member Services at **1-844-444-4410 (TTY 711)**

If you don't already have a backup plan, work with your Care Manager to create one as soon as possible.

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# Questions about your housing options?

## Our Housing Specialist can help.

Horizon NJ Health has a Housing Specialist who works closely with MLTSS members, Care Managers, and state and county resource agencies to help identify housing resources in the community. Our Housing Specialist can help the Care Team identify a community-based residence for a member transitioning out of a nursing facility. She can also provide information and assistance about landlord-tenant rights and how to apply for subsidized housing vouchers.

The Housing Specialist helps members research their housing options and gives them resources for supportive housing service agencies that can help meet their needs, such as:

- New Jersey County Boards of Social Services: [state.nj.us/humanservices/dfd/programs/njsnap/cbss/index.html](http://state.nj.us/humanservices/dfd/programs/njsnap/cbss/index.html)
- NJ 2-1-1: [nj211.org](http://nj211.org) or **1-877-652-1148 (TTY 711)**
- New Jersey affordable developments by county: [state.nj.us/dca/divisions/codes/publications/developments.html](http://state.nj.us/dca/divisions/codes/publications/developments.html)

If you would like to speak with the Horizon NJ Health Housing Specialist, please call **1-844-444-4410 (TTY 711)**, Monday through Friday, from 8:30 a.m. to 5 p.m., ET.



## Breast cancer: the best prevention is early detection

A mammogram is the best way to find breast cancer early, when it is most treatable. Women should have their first baseline mammogram between the ages of 35 and 39, and then once every year.

### A mammogram can:

- ✓ Detect symptoms years before you can feel a lump.
- ✓ Take as little as 20 minutes with minimal discomfort for most women.
- ✓ Save your life.

### Routine mammograms are covered, at no cost to you.

Get a prescription from your doctor and schedule your mammogram today. If you have concerns that are preventing you from getting your mammogram, please call Horizon *Healthy Journey* at **1-844-754-2451** (TTY 711), Monday through Friday, 8:30 a.m. to 5 p.m., ET.



**3 out of 4**  
women who get  
**breast cancer** have  
**NO** family history of illness.



**EVERY 2 MINUTES**  
a woman is  
**DIAGNOSED**  
with breast cancer  
in America.

**1 IN 8**  
**WOMEN**  
will develop  
**BREAST CANCER**  
in their lifetime.



# Formulary Changes



Horizon NJ Health would like to let you know about the recent changes to our drug formulary list (see box). The changes found in this list will be added to our drug formulary list on the Horizon NJ Health website, [horizonNJhealth.com](http://horizonNJhealth.com). You can also find the formulary guide, which includes an explanation and listing of step therapy, quantity/age limits and drugs requiring prior authorization, on the Horizon NJ Health website.

Here is a list of recent changes:

Covered Change Description	Brand (Generic) Drug Name	Alternatives (if applicable)
Covered	Arikayce (amikacin liposome)	–
Covered	Copiktra (duvelisib)	–
Covered	Vitrakvi (larotrectinib)	–
Covered	Xospata (gilteritinib)	–
Covered	Delstrigo (doravirine, lamivudine, tenofovir disoproxil)	–
Covered	Juluca (dolutegravir/ rilpivirine)	–
Covered	Symtuza (darunavir, cobicistat, emtricitabine, tenofovir)	–
Covered	Prevymis (letermovir)	–
Covered	Nivestym (filgrastim-aafi)	–
Covered	Udenyca (pegfilgrastim-cbqv)	–
Covered	Revcovi (elapegademase-lvlr)	–
Covered	Generic Epclusa (Sofosbuvir/Velpatasvir)	–
Covered	Oxervate (cenegermin-bkbj)	–
Covered	Incruse Ellipta (umeclidinium bromide)	–
Covered	Takhzyro (lanadelumab-flyo)	–
Covered	Aimovig (erenumab-aooe)	–
Not Covered	Cafergot (ergotamine with caffeine)	Sumatriptan, Rizatriptan/Rizatriptan orally disintegrating tablet (ODT) or Naratriptan
Not Covered	Doral (quazepam)	Alprazolam, Clonazepam, Diazepam, Lorazepam, Oxazepam, Temazepam 15mg, Temazepam 30mg
Not Covered	Restoril (temazepam) 7.5 mg, 22.5 mg	Temazepam 15mg, Temazepam 30mg, Alprazolam, Clonazepam, Diazepam, Lorazepam, Oxazepam
Not Covered	Spiriva Handihaler (tiotropium)	Incruse Ellipta



Covered Change Description	Brand (Generic) Drug Name	Alternatives (if applicable)
Not Covered	Tudorza Pressair (aclidinium bromide)	Incruse Ellipta
Not Covered	Opium tincture	loperamide, diphenoxylate/atropine, bismuth subsalicylat
Not Covered	Carafate (sucralfate) oral suspension	generic Carafate tabs
Not Covered	Naprosyn (naproxen) Suspension	Ibuprofen suspension

Please talk with your Primary Care Provider (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 maximum days supply limit is 30 days.

### New generics

Horizon NJ Health is committed to providing the most up-to-date information regarding new generics that are available to the market, and we encourage using generic products prior to using brand name products when appropriate. Generic drugs are the same as brand name drugs in quality, strength, purity and stability, as required by the Food and Drug Administration.

The following generic drugs are currently on the market or expected to be on the market within the next three (3) months.


Generic name	Brand Name
Ambrisentan	Letairis
Dalfampridine	Ampyra
Clozapine	Fazacllo Orally Disintegrating Tablet (ODT)

Your PCP may call the Horizon NJ Health Pharmacy Department at **1-800-682-9094** to request a prior authorization.

## 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.



More than **47,000**  
people died from  
an opioid overdose

**11.4 million**  
people **misused**  
prescription opioids

**2.1 million**  
people had an  
**opioid use**  
disorder

## Prescription opioid pain medicine: how to prevent misuse

If your doctor prescribes an opioid medicine like oxycodone (OxyContin), hydrocodone (Vicodin) or methadone for your pain, there are important things you should know to help keep you safe. Opioids are dangerous because they can cause serious side effects and can be very addictive.

### If you are prescribed an opioid pain medicine:

- Take the medication **exactly** as prescribed by your doctor.
- Tell your doctor about any other prescription or over-the-counter medicines you are taking.
- Do **NOT** drink alcohol.
- Store your medicine in a safe place, out of reach from children and others.
- Tell your doctor about any side effects.
- Discard leftover pills safely.
- Do not share these medicines with others.

### Opioid alternatives

First discuss with your doctor all your pain treatment options and your concerns. There may be safer medications that can help you.

If you are struggling with opioid addiction, talk to your doctor, your Care Manager or call Member Services at **1-844-444-4410** (TTY **711**), 24 hours a day, seven days a week.

Source: U.S. Department of Health & Human Services:  
[hhs.gov/opioids](https://www.hhs.gov/opioids)

## 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 MLTSS Member Handbook, or at [horizonNJhealth.com/memberrights](https://horizonNJhealth.com/memberrights).

# 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 (e.g. qualified language interpreters and information in other formats) and to those whose primary language is not English (e.g. information in other languages) to communicate effectively with us.

## Contacting Member Services

Call Member Services at **1-844-498-9393 (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.

## Filing a Section 1557 Grievance

If you believe that Horizon NJ Health has failed to provide the free communication aids and services or discriminated against you for one of the reasons described above, 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:

**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 Complaint Portal, online at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail at **U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201** or by phone at **1-800-368-1019** or **1-800-537-7697 (TDD)**. OCR Complaint forms are available at [www.hhs.gov/ocr/office/file/index.html](http://www.hhs.gov/ocr/office/file/index.html).

## Language assistance

Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-844-498-9393 (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 **1-844-498-9393 (TTY 711)**。

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.

**1-844-498-9393 (TTY 711)** 번으로 전화해 주십시오.

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-844-498-9393 (TTY 711)**.

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-844-498-9393 (TTY 711)**.

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer **1-844-498-9393 (TTY 711)**.

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-844-498-9393 (TTY 711)**.

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-844-498-9393** (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 **1-844-498-9393 (TTY 711)**.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-844-498-9393 (телетайп 711)**.

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-844-498-9393 (TTY 711)**.

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं।

**1-844-498-9393 (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 **1-844-498-9393 (TTY 711)**.

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-844-498-9393 (ATS 711)**.

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

**1-844-498-9393 (TTY 711)**.

# How we use and protect your private information



Horizon NJ Health is required to notify members of the availability of our Notice of Privacy Practices, which can be found at [horizonNJhealth.com/privacy-policy](https://horizonNJhealth.com/privacy-policy).

This Notice has important information about how Horizon NJ Health uses, discloses and protects member information, as well as rights that members have regarding their protected health information (PHI).

Horizon NJ Health complies with applicable federal civil rights laws and does not discriminate 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.

## Care Notes



Member Services **1-844-444-4410** (TTY **711**) 24 hours a day, seven days a week. [horizonNJhealth.com](https://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 NJ Health has joined active users on Facebook® with our own corporate page, [facebook.com/HorizonNJH](https://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](https://twitter.com/HorizonNJHealth).