

# Care Notes

ISSUE 3, 2019



Your health care needs  
are important to us.

Horizon



Horizon NJ Health

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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) at **1-844-444-4410 (TTY 711)**, 24 hours a day, seven days a week, 365 days a year.



## Reminder: get your flu shot

If you have not received your flu shot, you can get one at **no cost** from your doctor or local participating pharmacy. Influenza (flu) is a contagious respiratory disease that can put you in the hospital or cause death in serious cases.

Are you trying to decide if the flu shot is right for you? Here are answers to the most common myths about flu shots.

### **Myth: The flu shot can give me the flu.**

**Truth:** The flu shot **does not** cause the flu. The shot is not an active form of the virus and is not infectious. Some people may have a mild reaction to the flu shot, like muscle soreness where the shot was given or mild cold symptoms. The shot takes 1 to 2 weeks to protect you from the flu. If you get sick after getting the flu shot, you may have come in contact with a virus before you got the shot.

### **Myth: It's better to get the flu than a flu shot.**

**Truth:** The flu is a serious disease, especially for older adults and people with chronic health conditions, like asthma or diabetes. The flu can put you in the hospital and it can be deadly.

Getting the flu shot is your best protection against the flu and also protects the people around you.

### **Myth: I don't need to get a flu shot every year.**

**Truth:** The flu virus changes every year. Getting a flu shot every year will help you stay protected from the most dangerous strains. Your immune system also declines over time, so getting a flu shot every year will protect you.

### **Myth: The flu shot doesn't work.**

**Truth:** The flu shot works differently for everyone and does not protect you from all strains of the flu. If you do get the flu, getting a flu shot can lessen your symptoms, which will reduce your risk for a hospital stay and death.

**The best way to prevent the flu is to get a flu shot every year.**



## You may be eligible for Horizon NJ TotalCare (HMO D-SNP)

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

- **\$0 premiums**
- **\$0 copays**
- **\$0 deductibles**
- **No referrals**
- **\$245 per quarter** to purchase health items from our catalog
- **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
- **And more!**

If you join Horizon NJ TotalCare (HMO D-SNP), you will still keep your MLTSS benefits.

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

## What you need to know about prostate cancer

### THE STATS

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- Prostate cancer is the **most common** (non-skin) cancer among American men.
  - **1 in 9 men** will be diagnosed in their lifetime.
  - **174,650** new cases diagnosed each year.
  - If found early, prostate cancer is one of the **most treatable** kinds of cancer.
- 

#### Risk factors

- **Race** – African American men are 70% more likely to develop prostate cancer than Caucasian or Hispanic men.
- **Age** – 60% of prostate cancers are diagnosed in men over age 65.
- **Family history** – Men with an immediate family member, such as a father or brother who had it, are twice as likely to develop prostate cancer.

#### Who should get screened?

Screening recommendations are different for each man. Talk to your doctor to discuss your personal risk for prostate cancer and whether or not you should get screened.

#### Women – have the men in your life been screened?

Like many women, you may be the one scheduling appointments for your family and keeping them on track with their health. Talk to the men in your life about their risk and encourage them to talk with their doctor about screening options.

Source: American Cancer Society, [cancer.org](https://www.cancer.org)

## Changes to management of the Horizon Behavioral Health Program

On or about **January 1, 2020**, Horizon NJ Health will move the administrative and clinical management of the Horizon Behavioral Health<sup>SM</sup> Program, behavioral health services and benefits, from Beacon Health Options (formerly ValueOptions) to Horizon NJ Health's internal operations.

**This change does not impact your plan benefits and services.**

- You will continue to have access to behavioral health services according to your plan.
- There will be no changes to the network of behavioral health care professionals that participate with your plan.
- You can still use the phone numbers that you currently use to access behavioral health care benefits and services.



## Be prepared for an emergency

It may be hard to think about, but a disaster can strike at any time. The best way to protect yourself during an emergency or disaster is to be prepared. This includes creating a plan with your family or caregivers.

There are resources to help you get started:

### NJ Register Ready – New Jersey’s Special Needs Registry for Disasters

Residents who may find it difficult to get to safety during a major disaster should register. This includes residents who have physical or cognitive limitations, language barriers or do not have transportation. It is free, confidential and could help you get to safety during a major emergency, like a hurricane.

- Register at [registerready.nj.gov](http://registerready.nj.gov) or by calling **2-1-1** (TTY **711**).

### NJ 2-1-1

NJ 2-1-1 connects people in need with services that can help. If there is a community emergency, **2-1-1** links emergency management professionals with the public. The **2-1-1** staff helps callers get help with the kinds of services they need.

- For more information, visit [nj211.org](http://nj211.org) or call **2-1-1** (TTY **711**).

### Federal Emergency Management Agency (FEMA)

FEMA works with local governments to prepare for and recover from disasters. This includes working with emergency responders during disasters and helping rebuild after, like when Hurricane Sandy caused serious damage across our state. New Jersey is part of FEMA’s Region II.

- For more information, visit [fema.gov](http://fema.gov).

### Office of Emergency Management (OEM)

The New Jersey OEM works with the State Police, Emergency Management Organizations and State Agencies to develop programs to serve New Jersey before, during and after a disaster. The office also works with the governor to communicate to residents when a state of emergency exists.

- For more information, visit [ready.nj.gov](http://ready.nj.gov).

If you have any questions about preparing for disasters, talk to your Care Manager or call Member Services at **1-844-444-4410**, 24 hours a day, seven days a week.

## Renew it or lose it!

In order to be a Horizon NJ Health member, you must renew your NJ FamilyCare coverage on time **EVERY** year. Call NJ FamilyCare at **1-800-701-0710** (TTY **1-800-701-0720**) to find out your renewal date or to ask for a renewal form.

### What you need to know:

- If you don’t renew your NJ FamilyCare eligibility, you might have to start over as a new applicant, and the approval process will take longer.
- The renewal process for members who are Aged, Blind and Disabled is different and requires different updates.
- Keep your contact information updated so NJ FamilyCare can reach you.

### What you need to do:

- Open and respond to all mail from your County Welfare Agency (CWA) or your eligibility-determining agency.
- Contact your case worker at your CWA or call NJ FamilyCare at **1-800-701-0710** (TTY **1-800-701-0720**). If you need the information for your local CWA, please call the Managed Care hotline at **1-800-356-1561** (TTY **711**) or visit [state.nj.us/humanservices/dmahs/clients/medicaid/payment/NJ\\_County\\_Welfare\\_Agencies.pdf](http://state.nj.us/humanservices/dmahs/clients/medicaid/payment/NJ_County_Welfare_Agencies.pdf).
- Pay your premiums on time, if you have one.

For questions, please call Member Services at **1-844-444-4410** (TTY **711**), 24 hours a day, seven days a week, or speak with your Care Manager.

## How to choose a Personal Representative

All Horizon NJ Health members have the right to choose a Personal Representative – someone you choose to work with us on your behalf to handle your health care and benefits. If you have a Personal Representative, you will still have all your rights. Your Personal Representative stands in for you when you don’t feel well enough to manage your health care benefits on your own. They can handle all phone calls and written communications about your benefits.

### To appoint a Personal Representative:

- Download a Request for Personal Representative Form at [horizonNJhealth.com/personalrep](http://horizonNJhealth.com/personalrep).
- Mail your completed form to the address provided.

Your Personal Representative can be your spouse, child, other relative, family friend, lawyer or someone chosen by the court. You can also change your Personal Representative at any time.

## 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.



## Managing your congestive heart failure

Heart failure, or congestive heart failure (CHF), happens when your heart cannot pump enough blood and oxygen to support the other organs in your body.

For those with CHF, early diagnosis and treatment, including medication, a low-salt diet, and staying active daily are important.

### Symptoms:

- Shortness of breath
- Trouble breathing while lying down
- Weight gain and swelling in the feet, legs, ankles or stomach
- Feeling tired and weak

If you have CHF, talk to your doctor or Care Manager about your treatment options. It is important to follow a plan to keep heart failure under control. By telling your symptoms early, you can stay healthy and may not need to go to the hospital.

Source: [cdc.gov/heartdisease/about.htm](https://www.cdc.gov/heartdisease/about.htm)

**ABOUT 5.7 MILLION** adults in the **United States** have heart failure.

**ABOUT HALF** of people who develop CHF die within **5 YEARS** of diagnosis.

**ONE IN 9 DEATHS** in **2009** included CHF as a contributing cause.

## Adult Protective Services

Adult Protective Services (APS) helps abused, neglected and exploited at-risk or vulnerable adults who are not able to protect themselves. It is common for the person doing the abusing or neglecting to be a caregiver or even a family member.

### A vulnerable adult is:

- Age 18 years and older, AND
- Living in the community, AND
- Due to a physical or mental illness, disability to understand or ability to make, communicate or carry out decisions about his or her well-being, AND
- Is being abused, neglected or exploited.

A community setting is considered a private residence OR any non-institutional setting that is not licensed by, operated by, or under contract with a state department or agency.

If you or someone you know suspects that a vulnerable adult is being abused, neglected or exploited, New Jersey's APS law requires you to report it to the county APS office. Health care professionals, police officers, firefighters, paramedics or emergency medical technicians are also required to report abuse, neglect or exploitation.

### How to report suspected abuse

- Call your county APS office. You can find a listing of county APS at [state.nj.us/humanservices/doas/home/adultpsp.html](https://state.nj.us/humanservices/doas/home/adultpsp.html).
- Call the NJ Department of Human Services at **1-800-792-8820** (TTY **711**).
- For an after-hours emergency, call **911**.

Your call can be made anonymously and all reports, communications and records about any APS incident are always confidential.

### What happens once a report is made?

- APS investigates the report to determine if there is abuse.
- If abuse is happening, APS will develop a plan to stop it and keep the victim safe.
- APS can help victims with services like medical or mental health treatment and legal assistance.



**Reports to APS should be made right away.**

## 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., Eastern Time (ET), or you can ask your Care Manager to request that a Member Advocate contacts you.

## 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 at [horizonNJhealth.com/covered\\_drugs](https://horizonNJhealth.com/covered_drugs). This list includes an explanation and listing of step therapy, quantity/age limitations and drugs that require prior authorization (approval).

Drug Name	Recommendation	Alternatives
Aimovig (ereumab-aooe)	Covered	N/A
Apokyn (apomorphine)	Not Covered	Levodopa or Carbidopa/Levodopa
Apriso (mesalamine)	Not Covered	Generic Lialda
Cablivi (caplacizumab-yhdp)	Covered	N/A
Femring (estradiol)	Not Covered	Climara, Estradiol patch
Firdapse (amifampridine)	Covered	N/A
Gynazole (butoconazole)	Not Covered	Clotrimazole, Miconazole, Terconazole
Indocin (indomethacin) suspension	Not Covered	Ibuprofen suspension
Lialda (mesalamine)	Covered	N/A
Lotrimin (clotrimazole) solution	Not Covered	Over-The-Counter alternative (e.g. Lotrimin AF [clotrimazole], Monistat [miconazole], Micatin [miconazole], Lamisil AT), Ketoconazole, Spectazole (econazole) cream
Lyrica (pregablin) capsules	Covered	N/A
Metrolotion (metronidazole)	Not Covered	Metrocream, Metrogel
Nucala (mepolizumab)	Not Covered	Fasenra
Phenergan VC with codeine (promethazine/phenylephrine/codeine)	Not Covered	Promethazine with Codeine and Sudafed PE or Sudafed
Plexion (sulfacetamide sodium-sulfur) suspension	Not Covered	Generic Plexion Cleansing Emulsion 10-5% (sodium sulfacetamide/sulfur 10-5% emulsion)
Timoptic XE (timolol) gel	Not Covered	Generic Timoptic (timolol solution)
Zyrtec (cetirizine) chewable	Not Covered	Over-The-Counter Cetirizine tabs, syrup; Over-The-Counter Loratadine tabs/syrup

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's maximum days' supply limit is 30 days.

## Managing your medication



Over-the-counter (OTC) and herbal medicines are medicines you can buy at a pharmacy without a prescription from your doctor. These medicines can help you feel better by treating or preventing health problems like allergies, constipation, cough and cold, heartburn and many more. While you don't need a prescription from your doctor to get these medicines, it is very important to let your doctor and pharmacist know all OTC and herbal medicines you are currently taking.

These medicines may cause side effects when taken with the medicines your doctor prescribes. They can also cause other medicines to act differently than intended. If you see more than one doctor or fill prescriptions at more than one pharmacy, it's important to tell everyone involved in your care about all the medicines you are taking, including OTC and herbal medicines. If you are having trouble managing your medications, please contact your Care Manager for help.

**Take all medicines – OTC and prescription – exactly as the label says to make sure they are working the best way they can to treat your condition.**

## 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](https://horizonNJhealth.com/findadoctor) to find a LabCorp location near you. Select *Other HealthCare Services* from the dropdown menu, then type *Laboratory* in the *Service Type* dropdown menu.

LabCorp also offers online appointment scheduling for all New Jersey Patient Service Centers. Visit [labcorp.com/PSC](https://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. Register at [patient.labcorp.com](https://patient.labcorp.com). LabCorp will give your test results to your doctor before posting them to your online account.

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

## Online member support

Once you register and sign in at [horizonNJhealth.com](https://horizonNJhealth.com), you have access to your plan information 24 hours a day, seven days a week.

### You can easily:

- Change your PCP
- Request a new member ID card
- Find tools for healthy living
- And much more

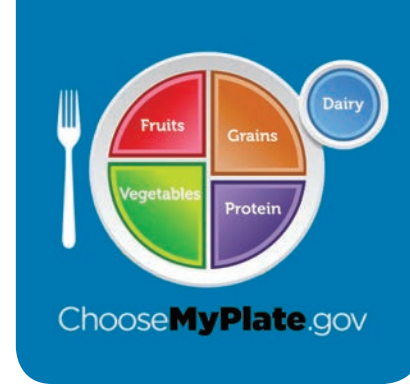
## Nutrition and your health

Eating the right food is an important part of your overall health and wellness. What we eat can affect our energy, sleep and weight. Eating a balanced diet is the best way to ensure you are getting the vitamins and nutrients you need for your body.

### Build your healthy meal:

- Each meal should have foods from at least three different food groups.
- Each snack should have foods from at least two different food groups.
- Choose whole grains like brown rice or quinoa.
- Choose dairy products that are low fat.
- Choose lean protein like fish or poultry.

Eating meals with foods from different groups will help decrease portion size and keep you satisfied until your next meal. To learn more about the five food groups and the daily recommendations for children and adults, please visit [choosemyplate.gov](http://choosemyplate.gov).



## NJ Peer Recovery

Are you struggling with an opioid addiction or other substances? Are you in recovery and need support? NJ Peer Recovery will listen, help and offer hope. NJ Peer Recovery is a peer-support line providing confidential, accessible and responsive telephonic support. You can connect to trained NJ Peer Recovery Support Specialists by phone who will provide emotional and informational support. You will be connected with someone who knows your struggles and has been in your shoes. The specially-trained representatives know wellness and recovery principles and will share their experience with you – since they've been through their own addiction and recovery. They will support you with overall wellness, including physical, emotional and mental health.

### NJ Peer Recovery offers:

- Support seven days a week from 8 a.m. to 8 p.m., ET
- Help with a personal wellness and recovery plan
- Relapse and overdose prevention tools
- Access to recovery, wellness and treatment resources



## Do you want to get your high school diploma? We can help.

**Horizon Neighbors in Health: Education Works** can help you get your high school diploma. You will get a custom plan that fits your life, to help you study for and get your diploma – **all at no cost to you!**

### Horizon Neighbors in Health: Education Works will:

- **Connect you** to 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 diploma, such as transportation to the testing center or childcare during the test\*
- **Pay** the pre-test and test fees\*\*

### To enroll in Horizon Neighbors in Health: Education Works, you must:

- Be a current Horizon NJ Health member
- Have a valid photo ID card, such as driver's license or state ID card
- Be 18 years of age or older
- Not have a high school diploma or equivalent
- Not be enrolled in an accredited high school

Getting a high school diploma can open doors to better job opportunities.

For more information, call **1-800-682-9094 x52076** (TTY **711**), Monday through Friday, 9 a.m. to 5 p.m.,(ET), or email [EducationWorks@HorizonBlue.com](mailto:EducationWorks@HorizonBlue.com).

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

\*\*Limited to three attempts.

## Information about your provider

Information about your provider, including your PCP and specialist, can be found when you search our *Online Doctor & Hospital Finder* at [horizonNJhealth.com/findadoctor](http://horizonNJhealth.com/findadoctor). There you can see:

- Provider's name, office location and phone number
- Specialty
- Professional qualifications
- Languages spoken

To find additional information regarding a provider, including the medical school attended and residency completion, visit one of the following websites:

NJ Division of Consumer Affairs:  
[njconsumeraffairs.gov](http://njconsumeraffairs.gov)

American Board of Medical Specialties:  
[abms.org](http://abms.org)

If you or someone you love is struggling with addiction, call **1-833-422-2765** (TTY **711**) to connect with a Peer Support Specialist and start getting help today.

# Look out for health insurance fraud

Health insurance fraud affects everyone. You can help identify and prevent it.

Some common types of health insurance fraud schemes are:

- Billing for services that did not happen
- Faking a patient's diagnosis to justify a test, surgery or other procedure that is not medically necessary
- Claiming non-covered treatment are medically-necessary procedures
- Performing medically-unnecessary procedures to get a payment
- Billing for a higher level of service to get a higher payment
- Kickbacks or bribes
- Changing claims or prescriptions

## Here's what you can do:

### ALWAYS



- Review anything you get in the mail from Horizon NJ Health, a doctor or other health care providers.
- Ask for a copy of everything you sign.
- Be suspicious of anyone giving free tests or screenings in exchange for your member ID card number.

### NEVER



- Give your health insurance ID card number to anyone except your doctor, clinic, hospital or other health care provider.
- Give your health insurance ID card number to anyone who calls you without you asking and offers you free goods or services (durable medical equipment or medication).
- Let anyone borrow or use your health insurance ID card or number.
- Ask your doctor or health care provider for treatment or care you do not need.
- Sign your name to a blank form.
- Share your medical records or medical information with anyone except your doctor, clinic, hospital or other health care provider.

Horizon NJ Health **always** verifies member information over the phone before talking to you about your benefits or services. This is an important step we take to protect your information and guard against fraud. To report health insurance fraud, call **1-855-FRAUD20 (1-855-372-8320) (TTY 711)**.

# 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)**.



# Care Notes

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

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