

Care Notes

Issue 3, 2021



In This Issue

Your health is important to us. That's why we're here to help you understand your benefits so you can reach your best health. If you have any questions, please call us at **1-844-444-4410** (TTY 711), 24 hours a day, seven days a week, 365 days per year.

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It's Time for Your Flu Shot



Getting a flu shot every year is your best protection from the flu. Everyone 6 months of age and older should get a flu shot. In serious cases, you can be hospitalized and even die from the flu. It's important to protect yourself and the people around you.

You can get a flu shot at your doctor's office or local, participating pharmacy. Visit horizonNJhealth.com/findadoctor to find a pharmacy near you, or call Member Services at **1-844-444-4410** (TTY **711**), 24 hours a day, seven days a week.

Do You Need a Pneumonia Vaccine?

Most people only need one pneumonia shot after age 65, but some people may need a second shot. Talk to your doctor to see if the pneumonia vaccine is right for you.

COVID-19 Vaccine

All Americans age 5 and older can get the COVID-19 vaccines.* It's your best protection against severe disease and hospitalization from COVID-19.

*Children ages 5 and older can only get the Pfizer COVID-19 vaccine.

Vaccines for Homebound Members



If you're homebound, or have major difficulties leaving your home, you may be able to get your vaccines at home. Reach out to your Primary Care Provider (PCP). If you need additional care coordination, please call your Care Manager or Member Services at **1-844-444-4410** (TTY **711**).



Breast Cancer Screening can Save Your Life



Breast cancer is the second most common cancer in women. The good news is that a mammogram can detect cancer early, and early detection can save your life. All women ages 50 to 74 should get a mammogram every two years. The decision to start screening before 50 years old is based on your individual health and medical history. Talk to your doctor today.

If you have any concerns that are preventing you from getting your mammogram, please call the Horizon *Healthy Journey* line toll free at **1-844-754-2451** (TTY **711**), weekdays, from 8:30 a.m. to 5 p.m., Eastern Time (ET).

Routine mammograms are covered at no cost to you.



1 in 8 women will develop breast cancer in their lifetime

Source: Centers for Disease Control and Prevention, [cdc.gov](https://www.cdc.gov)



Don't put off Your Colorectal Cancer Screening



Colorectal cancer is the third most common cancer diagnosed in both men and women in the United States. The best way to diagnose colorectal cancer early is through preventive screenings.

Screening for colorectal cancer usually starts at age 45. Talk to your doctor about your risk and the best screening options available for you.

If you have any questions, please call the Horizon *Healthy Journey* line toll free at **1-844-754-2451** (TTY **711**), weekdays, from 8:30 a.m. to 5 p.m., ET.

Source: [American Cancer Society](#)

Annual Privacy Notice



We want you to know how we use and protect your health information, and the rights you have regarding your Protected Health Information (PHI). [Read our Privacy Practices](#)

To request a printed copy of our Notice of Privacy Practices, call Member Services at **1-844-444-4410** (TTY **711**).



Horizon Neighbors in Health is Here to Help You



Managing your health and day-to-day challenges can be tough, especially if you don't know where to go for help. But you can get care and support with Horizon Neighbors in Health, a partnership between Horizon Blue Cross Blue Shield of New Jersey and several hospitals and doctors across New Jersey.

Horizon Neighbors in Health is free with your Horizon NJ Health plan and offers support right in your neighborhood.

How it Works

A local Community Health Worker and a Personal Health Assistant will work with you to develop a program personalized for you. Based on your goals, you may get help with:

- Coordinating and scheduling medical appointments
- Finding transportation, healthy foods, child care, employment and housing
- Setting and achieving your health goals
- Finding community resources, life coaching and skill building opportunities
- Understanding how your Horizon NJ Health benefits work

How can We Help You?

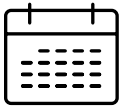
Everyone needs a helping hand sometimes, and Horizon Neighbors in Health is here for you. If you're interested, please email HorizonNeighborsInHealth@HorizonBlue.com.

Do You Want to get Your High School Diploma?

Horizon Neighbors in Health: Education Works can help you study for and get your diploma – at no cost to you! For more information, call **1-800-682-9094 x52076 (TTY 711)**, weekdays, from 9 a.m. to 5 p.m., ET, or email EducationWorks@HorizonBlue.com.



Have You Scheduled Your Diabetes Screenings?



If you have diabetes, it's important that you get regular screenings to maintain your health and avoid serious health issues.

Ask your doctor about these important screenings:

- **Hemoglobin A1C:** Measures your average blood sugar over the last three months. It helps you and your doctor manage your diabetes. This test should be done **every three to six months**.
- **Kidney function test:** Called a urine microalbumin test, it checks for protein in your urine to see how well your kidneys are working. This test should be done **once a year**.
- **Diabetic retinal eye exam:** Different from your routine eye exam, it looks for damage to the eye caused by high blood sugar. This test should be done **once a year**.

We Make it Easy to Get Care – No Referral Needed!



We want you to be able to get the care you need, when you need it. That's why you don't need a referral to see in-network specialists. To find an in-network specialist, please visit horizonNJhealth.com/findadoctor or call Member Services at **1-844-444-4410 (TTY 711)**, 24 hours a day, seven days a week.



Horizon NJ TotalCare (HMO D-SNP): Even Better Benefits in 2022



If you're eligible for both Medicaid and Medicare, now is the time to enroll in Horizon NJ TotalCare (HMO D-SNP). The 2022 benefits are better than ever!

Here's what's new for 2022:

- An increased Over-the-Counter (OTC) Benefit Card with a credit of up to \$1,560 a year (\$390 every three months) to use on health items at select retail stores and online.
- More retailers added, so you'll have even more places to use your card.
- Farm-fresh produce delivered to your door with FarmBoxRx, if you qualify.

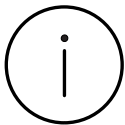
You also get these extra benefits at no cost to you:

- Up to a \$1,000 credit (\$250 every quarter (three months) to spend on items from our OTC Benefit Catalog
- Online doctor and therapist visits (telehealth) from home using your phone, tablet or computer
- Home delivery of meals for up to 14 days following a qualifying hospital stay
- Fitness and exercise programs
- 24/7 Nurse Line to get answers to your health questions from anywhere
- A dedicated Care Manager to coordinate all your health care needs

To get more information and to see if you're eligible, call **1-888-328-4542 (TTY 711)**, 24 hours a day, seven days a week, or visit HorizonBlue.com/TotalCare.



Understanding COPD



Chronic Obstructive Pulmonary Disease (COPD) is a group of lung diseases that cause breathing-related problems, including emphysema and chronic bronchitis.

Symptoms of COPD include:

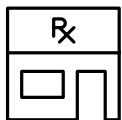
- Frequent coughing or wheezing
- Excess phlegm or mucus
- Shortness of breath
- Trouble taking a deep breath

There is currently no cure for COPD, but you can maintain a good quality of life with treatment and lifestyle changes. Talk to your doctor if you think you have any symptoms of COPD.

Source: CDC, [cdc.gov/copd/basics-about.html](https://www.cdc.gov/copd/basics-about.html)



Changes to Covered Medicines



Our Prescription Drug Listing, also called a formulary, is changing. The most up-to-date listing is posted online at horizonNJhealth.com/covered_drugs. The listing will tell you if your medicine needs prior authorization (approval), step therapy (trying less expensive options before “stepping up” to medicines that cost more) or has quantity/age limitations. Here is a list of recent changes:

Covered Change Description	Brand (Generic) Drug Name
Covered	Riabni (rituximab-arrx)
Covered	Pulmicort Respules (budesonide)

Please talk with your PCP about these changes. If your PCP decides that, for medical reasons, you must take a medicine that is not on the formulary or needs pre-approval, including a brand name medicine exception, your PCP can call us at **1-800-682-9094 x81016 (TTY 711)** and ask for special permission (prior authorization) for you to get the medicine. Under your Horizon NJ Health plan, you can get up to a 30-day supply of your medicine, if needed.

Health Insurance Fraud: How to Identify and Prevent It



Health insurance fraud is a problem that affects everyone. The good news is that if you know how to spot it, you can help prevent it.

Common types of health insurance fraud schemes:

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

What you can do:

ALWAYS

- Review anything you get in the mail from Horizon NJ Health, your doctor or other providers.
- Ask for a copy of everything you sign.
- Be suspicious of anyone offering to give you free tests or screenings if you give them your member ID 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, like durable medical equipment or medicine.
- 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.

We will always verify your identity before talking to you about your benefits and services. This is an important step we take to protect your information.

To report health insurance fraud, call **1-855-FRAUD20 (1-855-372-8320)** (TTY **711**).

For information about COVID-19 scams, visit [FCC.gov/consumers](https://www.fcc.gov/consumers).



Are You Depressed? Know When to Get Help.



Depression is a more than just feeling down or having a bad day. It is a mental health condition that can keep you from doing normal daily activities and cause you to feel sad for a long time. During the COVID-19 pandemic, many people are experiencing depression.

Symptoms of depression:

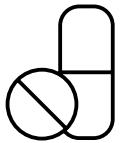
- Feeling sad or anxious often or all the time
- Not wanting to do activities that you used to enjoy
- Feeling irritable, frustrated or restless
- Trouble falling asleep or staying asleep
- Eating more or less than usual
- Aches, pains, headaches, no appetite or stomach problems that do not improve with treatment
- Trouble concentrating, remembering details or making decisions
- Feeling tired, even after sleeping well
- Feeling guilty, worthless or helpless
- Thinking about suicide or hurting yourself

If you have experienced one or more of these symptoms, talk to your doctor immediately. There are resources and treatment options available to you.

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



There's a Right Way – and a Wrong Way – to Take Medicine



Following your doctor's orders for taking your medicines is important for your health. This means getting your prescriptions filled and taking your medicines on time, and understanding the directions.

Here are tips to help you take your medicines correctly and safely:

- **Talk to your doctor.** If your medicine has side effects that bother you, your doctor may be able to change your medicine or dose.
- **Understand the instructions.** Ask your doctor or pharmacist to explain the timing and dose of your medicines. You should also ask how long you should take a medicine.
- **Set daily routines.** Take your medicines at the same time as other daily tasks, like eating a meal or brushing your teeth.
- **Keep your medicine where you'll notice it.** For example, if you need to take a medicine with food in the morning, put the medicine where you usually eat breakfast.
- **Use a pill container.** Choose a container that has compartments labeled with the days of the week and time of day.
- **Use a schedule.** Create a list of your medicines, how often you take them and any special directions. Keep the list nearby so you can use it if you have questions.

Always talk to your doctor or pharmacist if you have any questions about your medicines. They are there to help you get the care you need.

Source: U.S. Food and Drug Administration

<https://www.fda.gov/drugs/special-features/why-you-need-to-take-your-medications-prescribed-or-instructed>

What You Should Know About Opioids



Opioids are prescription medicines used to treat severe pain. Common types are oxycodone, hydrocodone, morphine and fentanyl. If taken as told by your doctor, opioids can be a safe way to treat chronic (long-lasting) or acute (temporary, due to a surgery, accident or infection) pain. But, since opioids affect the brain, they can become very addictive in a short amount of time.

If Your Doctor Prescribes an Opioid:

- Only take as directed and follow the directions on the prescription bottle.
- If your pain gets better, call your doctor to see if you can safely stop taking the medicine.
- Make sure your doctor knows about all other medicines you are taking.
- Do not mix opioids with alcohol or other drugs such as benzodiazepines or muscle relaxants, before discussing with your doctor.
- Make sure the medicine is stored in a safe place where it cannot be found by others, especially children or pets.

What can be Used for Pain Other Than Opioids?

- For pain that is not severe or if you are concerned about taking opioids, ask your doctor about other options such as:
 - Pain relievers such as acetaminophen, ibuprofen or naproxen
 - Applying heat or ice to the affected area
 - Topical medicines such as lidocaine or capsaicin

If you are no longer taking your medicine, it's important to dispose of it correctly right away so other people – such as family, friends or visitors – do not find it:

- Find a local drug take-back program (such as at your local pharmacy or police station).
- Ask about a mail-back program at your local pharmacy.

If the prior choices are unavailable, flush it down the toilet as directed by the [Food and Drug Administration \(FDA\)](#).

Sources:

[CDC](#)

[Federal Occupational Health United States Department of Health and Human Services](#)



Access to Your Plan Information Anytime

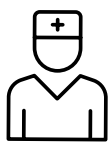


Once you register at horizonNJhealth.com, you get 24/7 access to your plan information.

Sign in to:

- Change your PCP
- Enroll in a Disease Management program
- Request a new member ID card
- And much more!

Information on Leaving a Nursing Facility



If you are leaving a nursing facility, your Care Manager will work closely with you to assess your needs on an ongoing basis and maintain a Plan of Care. Your Care Manager will identify your goals, arrange care and support, and provide information about local resources to help you live as independently as possible. They will also help you with housing, education and employment, when applicable, so you can take care of yourself.



Our Member Advocates are Here for You



All MLTSS members have access to a Member Advocate. This person works with you to answer any questions about your MLTSS benefits, services and decisions. They work closely with you, your care team and state representatives to make sure your needs and goals are met.

To speak with a Member Advocate, please call **1-844-444-4410** (TTY **711**), weekdays, from 8 a.m. to 5 p.m. ET, or ask your Care Manager to have a Member Advocate contact you.

How to Choose a Personal Representative



A Personal Representative is someone you choose to work with us on your behalf to handle your health care and benefits when you don't feel well enough to do so on your own. They can handle all phone calls and written communications about your benefits. If you have a Personal Representative, you will still have all your rights.

To choose a Personal Representative:

- Download a Request for Personal Representative Form at horizonNJhealth.com/personalrep.
- Mail your completed form to the address provided.

Your Personal Representative can be your spouse, child, relative, family friend, lawyer or someone chosen by the court. You can change your Personal Representative at any time. If you have any questions about choosing a Personal Representative, you can talk to your Care Manager.



Are You 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 natural disaster is to be prepared. You can start by creating a plan with your family or caregivers. Other resources are available to help you:

NJ Register Ready is New Jersey's Special Needs Registry for Disasters

- A free, confidential program that can help you get to safety during a major emergency, like a hurricane.
- Register if you have physical or cognitive limitations, language barriers or do not have transportation.
- To register, visit RegisterReady.NJ.gov or call **2-1-1** (TTY **711**).

NJ 2-1-1

- Connects people in need with services that can help.
- Links emergency management agencies with the public during a community emergency.
- Visit nj211.org or call **2-1-1** (TTY **711**).

Federal Emergency Management Agency (FEMA)

- Works with local governments to prepare for and recover from disasters.
- New Jersey is part of FEMA's Region II.
- Visit fema.gov.

Office of Emergency Management (OEM)

- Works with the state police, Emergency Management Organizations and state agencies to develop programs to help New Jersey before, during and after a disaster.
- Works with the governor to let residents know when a state of emergency exists.
- Visit ready.nj.gov.



Reporting Abuse, Neglect or Exploitation



No one wants to think about a loved one being hurt, but many adults are victims of abuse each year. If you think your loved one is being abused, neglected or exploited, report it right away to his or her Care Manager and the appropriate state agency.

Adult Protective Services (APS)

New Jersey APS has offices in each of the 21 counties. Make a report to the county APS office or to the New Jersey Division of Aging Services senior hotline at **1-800-792-8820** (TTY **711**).

Facility-based complaints and investigation

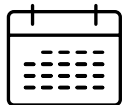
The Office of the Ombudsman for the Institutionalized Elderly handles reports of abuse and neglect in people ages 60 and older living in institutional settings such as nursing homes, assisted living facilities and other long-term health care facilities.

- Call: **1-877-582-6995** (TTY **711**), 24 hours a day, seven days a week
- Email: ombudsman@ltco.nj.gov
- Write: The Office of the Ombudsman
PO Box 852
Trenton, NJ 08625-0852
- Fax: **1-609-943-3479**

The New Jersey Division of Health Facility Survey and Field Operations investigates complaints against health care facilities to ensure they are providing the right care. This includes nursing homes, assisted living residences, comprehensive personal care homes, adult medical day care and other licensed acute and long-term care facilities.

- Call: 24-hour toll-free hotline: **1-800-792-9770** (TTY **711**)
- Online: web.doh.state.nj.us/fc/search.aspx
- Write: New Jersey Department of Health
Division of Health Facility Survey and Field Operations
PO Box 367
Trenton, NJ 08625-0367

What to Know About Scheduling Your Appointments



Your access to care is important. We have the following appointment scheduling standards to ensure you can get the care you need when you need it.

Medical appointments	
Service	Scheduling Standards
Emergency services	Immediately
Urgent care	Within 24 hours
Symptomatic acute care	Within 72 hours
Routine care	Within 28 days
Specialists	Within four weeks or sooner, as medically indicated
Urgent specialty care	Within 24 hours of request
Baseline physicals for new adult members	Within 180 calendar days of enrollment
Baseline physicals for new child members and adult members of Division of Developmental Disabilities (DDD)	Within 90 days of enrollment or in accordance with Early and Periodic Screening, Diagnostic and Treatment (EPSDT) guidelines
Prenatal care	Within three weeks of a positive pregnancy test (home or laboratory), within three days of identification of a high-risk pregnancy, within seven days during first and second trimester and within three days in third trimester
Routine physicals	Within four weeks for school, camp, work or similar type physicals
Lab and radiology services	Within three weeks for routine care and 48 hours for urgent care
Initial pediatric appointments	Within three months of enrollment
Dental appointments	
Emergency dental treatment	No later than 48 hours, based on condition
Urgent care	Within three days of request
Routine care	Within 30 days of request
Mental health/substance use disorder appointments	
Emergency service	Immediate; urgent care within 24 hours
Routine care	Within 10 days of request

When you arrive for your doctor's office, your doctor should see you within 45 minutes. If you have any issues with getting an appointment according to these guidelines, please call Member Services at **1-844-444-4410** (TTY **711**).



Horizon NJ Health
1700 American Blvd.
Pennington, NJ 08534



If you lose eligibility for a program or service that has been helpful to you, Horizon NJ Health will provide information or alternative resources so your care is not interrupted. Please talk to your Care Manager or call Member Services at **1-844-444-4410 (TTY 711)**.

Nondiscrimination Policy

Read about Horizon NJ Health's [nondiscrimination policy](#).

Getting Help in Your Language

If you need help understanding this information, you have the right to [get help in your language](#) at no cost to you.

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

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 D-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 D-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 Blue Shield Association. The Blue Cross® and Blue Shield® names and symbols are registered marks of the Blue Cross Blue Shield Association. The Horizon® name and symbols are registered marks of Horizon Blue Cross Blue Shield of New Jersey.

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For a printed copy of this newsletter, please call Member Services at **1-844-444-4410 (TTY 711)**.



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