

Care Notes

Issue 2, 2021

Your updated member materials are available

Visit horizonNJhealth.com/mltss_annualmaterials for the most current plan information and updated Member Handbook.



horizonNJhealth.com



Your health is important to us. That's why our Member Services Representatives are specially trained 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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COVID-19 Update

Vaccines available to all individuals 12 years of age and older

Every person in the United States, age 12 and older, is now eligible to get the COVID-19 vaccines.* The vaccines are safe and effective. It's our best shot to end the pandemic. Protect yourself and others by getting your vaccine as soon as you can.

How can I get my vaccine?

- Find appointments near you at **VaccineFinder.org** or **covid19.nj.gov**.
- Check your local pharmacy's website to see if vaccination appointments are available, or if they accept walk-ins.

After you get the COVID-19 vaccine, you may have mild side effects like fever, headaches or soreness at the injection site. But that's a sign that the vaccine is working. You can take over-the-counter medicines, like acetaminophen or ibuprofen, to feel more comfortable. Even if you have side effects after your first dose of the two-dose vaccines, it's important to get your second dose to become fully vaccinated.

*Children age 12 and older can only get the Pfizer COVID-19 vaccine.

Are you homebound and need a vaccine?

Fill out a form at **covid.nj.gov/homeboundvax** or **covid19.nj.gov/homeboundvax** to request an in-home vaccination. For help completing the form, call the NJ COVID-19 Vaccine Call Center at **1-855-568-0545** (TTY 711).

Register at horizonNJhealth.com



Once you register and sign in at **horizonNJhealth.com**, you have access to your plan information anytime, anywhere. You can:

- Change your Primary Care Provider (PCP)
- Enroll in a Disease Management program
- Request a new member ID card
- And much more!



What is congestive heart failure?

Heart failure, also called congestive heart failure (CHF), can happen if your heart can't pump enough blood and oxygen to support the other organs in your body. Finding CHF early, and getting treatment, is key to managing this condition and staying healthy.

Signs of CHF are:



- Shortness of breath
- Trouble breathing when you lay down
- Weight gain with swelling in the legs, ankles, feet or stomach
- Feeling tired and weak

If you have signs of CHF, talk to your doctor. Treatment is available, including medicines, a low-salt diet and getting daily physical activity. Your doctor will let you know what's right for you.

Source: CDC, [cdc.gov/heartdisease/heart_failure.htm](https://www.cdc.gov/heartdisease/heart_failure.htm)

How to prevent bedsores

Bedsore are injuries that happen after long periods of being in a bed, wheelchair or other situations where the skin is under repeated pressure and your body is in the same position. Most often, bedsores are on skin that covers bony areas of the body, such as heels, ankles, hips, shoulder blades and tailbone. Though bedsores often develop over time, they can happen in a matter of hours or days. Most heal with treatment, but some never heal completely.

Watch for warning signs



- Changes in skin color like redness or a blue or purple tint
- Swelling of the skin
- Skin that may feel cooler or warmer to the touch than other areas
- Tender areas

Prevent bedsores

- Check your skin daily for warning signs of a bedsore, especially on bony areas.
- Change your body position or shift your weight at least every hour.
- Apply moisture barrier cream to protect your skin from irritation.
- Use pillows and pads to ease pressure on sensitive areas. Don't use doughnut cushions, as they put pressure on the surrounding skin.
- Drink plenty of fluids to stay hydrated.

Remember, if you see warning signs of a bedsore, change your position to help ease the pressure on that area. If you don't see improvement in 24 to 48 hours, call your doctor.



Always call your doctor if you see signs of a skin infection, such as a fever, drainage from a sore, a sore that smells bad, or increased redness and swelling around a sore that doesn't go away if you change your position.

Language translator services



Horizon NJ Health can provide language translator services by phone during your provider visits. To use translator services, you must have current coverage with Horizon NJ Health, the doctor must be a provider in Horizon NJ Health's network and the office visit must be for services that are covered by your plan.

At your visit, ask your provider to call Provider Services at **1-800-682-9091 (TTY 711)**, weekdays, from 8 a.m. to 5 p.m., ET. After hours, you can ask your provider to call Member Services at **1-844-444-4410 (TTY 711)**.



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, understanding the directions and taking your medicines on time.

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 dosage of your medicines. You should also ask how long you should be taking 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 one that is 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
[fda.gov/consumers/consumer-updates/are-you-taking-medication-prescribed](https://www.fda.gov/consumers/consumer-updates/are-you-taking-medication-prescribed)

Community support is available to you



This past year has been hard, but you are not alone. If you need help getting care, support or basics like food, there are community resources to help you.

Behavioral health support

The National Alliance on Mental Illness New Jersey (NAMINJ) is a statewide, non-profit organization that helps individuals and families affected by mental illness. Through NAMINJ, you can find support groups with others who can relate to what you are going through. You don't have to struggle with a mental health condition alone. For more information on the support groups near you, please call **1-866-626-4664** (TTY **711**), or visit **naminj.org**.

Food pantries

Food and nutrition play an important role in health, wellness and recovery. If it's hard for you to buy groceries, there are food banks throughout New Jersey that can provide food at no cost. To find food banks near you, please visit **foodpantries.org** or **freefood.org**.

New Behavioral Health benefit: Care Management services



Getting help in difficult times is an important step in your overall health and well-being. To support our members who are receiving Substance Use Disorder (SUD) treatment, we now cover Care Management services for members who have other complex physical and/or psychosocial needs and may need additional help with SUD treatment*. Care Managers will help address issues that make recovery difficult and will build relationships to help you with recovery and successful community living.

You qualify for Care Management services if you:

- Are 18 years of age and older
- Have a SUD diagnosis
- Get SUD treatment in the community or are recently discharged (within six months) from an Inpatient or Residential setting and seeking community SUD treatment
- Need support to meet complex needs, including but not limited to:
 - Homeless or risk of homelessness
 - Diagnosis of service mental condition
 - Diagnosis of chronic and/or serious mental health condition

If you are interested in these services or have questions about your benefits, call Member Services at **1-888-444-4410** (TTY **711**), 24 hours a day, seven days a week.

*Care Management is available for members with Managed Long Term Services & Supports (MLTSS), Fully Integrated Dual Eligible Special Needs Plan (FIDE-SNP) and Division of Developmental Disabilities (DDD).



Coping with cognitive impairment: You are not alone



Cognitive impairment is when a person has trouble remembering, learning new things, concentrating or making decisions that affect his or her daily life. It can range from mild to severe. Cognitive impairment is something that affects many people at some point. In fact, over 16 million adults in the United States are living with cognitive impairment¹.

In older adults, cognitive impairment can be caused by:

- Alzheimer's disease
- Dementia
- Depression
- Illness
- Medication side effects

Some of these causes, like medication side effects and illness, can be reversed. Dementia and Alzheimer's disease cannot be reversed; however, symptoms can improve with treatment.

Common signs of cognitive impairment:

- Asking the same questions or repeating the same stories frequently
- Changes in mood or behavior
- Difficulty planning or carrying out everyday tasks, like following a recipe or keeping track of monthly bills
- Memory loss

Help for caregivers: community resources

There are English- and Spanish-speaking support groups available to help you. Please call **1-888-280-6055** (TTY **711**) to connect with one of New Jersey's dementia experts. You can also visit:

- The National Institute on Aging: nia.nih.gov/health/taking-care-yourself-tips-caregivers
- Family Caregiver Alliance: caregiver.org
- Alzheimer's Association: alz.org
- Alzheimer's New Jersey: alznj.org

Sources: ¹cdc.gov/aging/pdf/cognitive_impairment/cogimp_poilicy_final.pdf
nia.nih.gov/health/assessing-cognitive-impairment-older-patients

Questions about housing resources? We can help.

Your MLTSS Care Manager can work with our Housing Specialist if you need assistance finding housing resources in your community. They can provide information on options and other support including:

- Landlord-tenant rights
- Applying for waiting lists and subsidized housing vouchers
- Certified HUD housing counseling agencies
- Community-based residences if you are leaving a nursing facility

You can also visit these websites for housing resources:

- New Jersey County Boards of Social Services: state.nj.us/humanservices/dfd/programs/njsnap/cbss/index.html
- NJ 2-1-1: nj211.org or **1-877-652-1148** (TTY 711)
- Affordable Housing Online: a searchable database of Federal housing assistance and by State, County, and City. affordablehousingonline.com
- New Jersey Housing Resource Center: a searchable database of housing (temporary, rentals, and for-sale) by NJ State county, city or zip code. njhrc.gov
- List of Affordable Housing developments in NJ by County: state.nj.us/dca/divisions/codes/publications/developments.html



Speak to your MLTSS Care Manager for more information.

Activities near you

Looking for something fun to do in your area? There are clubs, activities and events for seniors throughout New Jersey. These can be things like book clubs, bingo, day trips and more. To find activities near you visit funnewjersey.com/en/show/category/343/activities-for-seniors-nj.

What is a Member Advocate?



A Member Advocate is someone who works with

you, your care team and state representatives to make sure any questions about your MLTSS benefits, services and decisions are answered and your needs and goals are being 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 for a Member Advocate to contact you.

Changes to covered medicines



Our Prescription Drug Listing, also called a formulary, is changing. The most up-to-date listing, including information about which medicines require prior authorization (approval), step therapy (trying less expensive options before “stepping up” to medicines that cost more) or have quantity/age limitations is posted online at horizonNJhealth.com/covered_drugs.

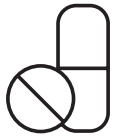
Here is a list of recent changes:

Covered Change Description	Brand (Generic) Drug Name	Alternatives (if applicable)
Covered	Dovato (dolutegravir-lamivudine)	-
Covered	Gavreto (pralsetinib)	-
Covered	Imcivree (setmelanotide)	-
Covered	Jadenu (deferasirox) tablets	-
Covered	Nyvepria (pegfilgrastim-apgf)	-
Covered	Onfi (clobazam) suspension	-
Covered	Oxlumo (lumisiran)	-
Covered	Phenergan DM (promethazine/ dextromehorphan)	-
Covered	Semglee (insulin glargine)*	-
Covered	Temovate (clobetasol) solution	-
Covered	Upneeq (oxymetazoline)	-
Covered	Zokinvy (lonafarnib)	-
Not Covered	Basaglar Kwikpen (insulin glargine)*	Semglee
Not Covered	Miacalcin (Calcitonin)*	generic Fosamax, generic Actonel, generic Zometa, generic Sensipar, generic Aredia

* Change will be effective on **October 1, 2021**

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 list or needs pre-approval, including a brand name medicine exception, he or she 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.

New generics



Horizon NJ Health encourages using generic products before 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 drug is currently on the market or expected to be on the market within the next three (3) months.

Generic Name	Brand Name
Dimethyl Fumarate	Tecfidera
Emtricitabine	Emtriva
Efavirenz, Lamivudine, Tenofovir Disoproxil Fumarate	Symfi, Symfi Lo
Efavirenz, Emtricitabine, Tenofovir Disoproxil Fumarate	Atripla
Emtricitabine, Tenofovir Disoproxil Fumarate	Truvada

Are you at risk for prostate cancer?



Prostate cancer is the second most common cancer among men in the United States¹. The good news is that with screening, prostate cancer can be found early – usually before you start to show symptoms. **Prostate cancer is 100% treatable if caught early.**

Know your risk

- **Age:** your risk increases after age 50
- **Race:** African American men are more likely to get prostate cancer
- **Family history:** having a father or brother with prostate cancer more than doubles your risk

Talk with your doctor about your risk and decide together if prostate cancer screening is right for you.

Source: ¹American Cancer Society, [cancer.org/cancer/prostate-cancer.html](https://www.cancer.org/cancer/prostate-cancer.html)



High blood pressure: what you should know



High blood pressure, also called hypertension, is common. Nearly half of adults in the United States have it.¹ Your blood pressure is measured using two numbers:

- **Systolic:** the pressure in your arteries when your heart beats
- **Diastolic:** the pressure in your arteries when your heart rests between beats

**Normal blood pressure is less than
120/80mmHg.**

If you have hypertension, it increases your risk for other health problems, like heart disease and stroke. There are usually no signs of high blood pressure. The only way to diagnose hypertension is to visit your doctor to get your blood pressure checked. Your risk for hypertension may be higher if you:

- Have diabetes
- Eat an unhealthy diet
- Are overweight or obese
- Do not exercise

- Use tobacco
- Drink too much alcohol
- Have family members who have hypertension

Controlling hypertension

If you have hypertension, you can lower your blood pressure by:

- Eating a healthy diet and limiting salt intake
- Maintaining a healthy weight
- Regular physical activity
- Not smoking
- Limiting or avoiding alcohol intake
- Managing stress
- Taking blood pressure medicine, if prescribed by your doctor

Talk to your doctor about ways to lower your risk for hypertension. If you have hypertension, ask about what you can do to control your blood pressure.

Sources: CDC, ¹[cdc.gov/nchs/fastats/hypertension.htm](https://www.cdc.gov/nchs/fastats/hypertension.htm), [cdc.gov/bloodpressure/about.htm](https://www.cdc.gov/bloodpressure/about.htm)

Understanding how your care is delivered



Horizon NJ Health will sometimes need to review your doctor's treatment plan before you get care to make sure it's medically necessary and appropriate. Decisions are made based on your health care needs and plan benefits.

Horizon NJ Health does not offer rewards or incentives to our employees for denial of coverage or service. We also do not stop providers from discussing all available treatment options, even if it's not covered by your plan.

Prior authorization

Prior authorization means you need to get approval for certain care or medicines before they will be covered. If you or your doctor needs to request prior authorization, please call **1-844-444-4410** (TTY **711**), weekdays, from 8 a.m. to 5 p.m., ET.

If you need treatment outside of normal business hours, please call your doctor. An on-call doctor is available 24 hours a day, seven days a week. If it's a true medical emergency, call **911**.

Have your backup plan ready



All MLTSS members have a set schedule for the in-home care and services they receive. However, there may be times when a service gets canceled unexpectedly, like a Personal Care Assistant who is not able to visit. This is why it's important to have a backup plan ready. If you don't have your backup plan in place, work with your Care Manager to make one as soon as possible.

Your backup plan should include:

- Agency phone number or person expected to provide backup care if the primary person cannot
- Instructions on how you should report the cancellation to your Care Manager
- How you want your backup care to be provided

Your Care Manager will work with you, your caregiver and family, and service providers to develop a backup plan that can address unexpected cancellations. You should keep a copy of your backup plan handy.



If a service is unexpectedly canceled, you should:

- Call your Care Manager.
- Call Member Services at **1-844-444-4410** (TTY **711**) if you cannot reach your Care Manager.

Horizon NJ TotalCare (HMO D-SNP): all your benefits in one plan



With Horizon NJ TotalCare (HMO D-SNP), you can get all covered Medicare and Medicaid health care benefits combined into one easy-to-use, no-cost plan. If you're eligible for Medicare and Medicaid, you may be eligible for Horizon NJ TotalCare (HMO D-SNP), which includes:

- **\$0 copays**
- **\$0 premiums**
- **No referrals**
- **A \$0 gym** membership or home fitness program
- **\$375 per quarter** (every three months) on an Over-the-Counter (OTC) Benefit Card to spend at participating retail stores
- **\$250 per quarter** (every three months) to spend on personal items from our catalog

To get more information and to see if you're eligible, call **1-888-328-5736** (TTY **711**), 24 hours a day, seven days a week, or visit **HorizonBlue.com/TotalCare**.

Are you eligible for a free cell phone?



Horizon NJ Health works with SafeLink Wireless to offer the LifeLine program at **no cost to you**. Because you're a member, you may be eligible to get:

- A free smartphone, 4.5 GB of data and 350 monthly minutes
- Unlimited text messages
- Free calls to Horizon NJ Health Member Services that won't count toward your minutes

Already have your own phone?

You may be able to use your phone for this program.

For more information and to see if you're eligible, apply at **SafeLink.com**, or call **1-877-631-2550** (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 - PP-16F
PO Box 420
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.

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)बेनुरे तुरलहे कुषुतुसे।

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).



Horizon NJ Health
1700 American Blvd.
Pennington, NJ 08534



To request a printed copy of your Member Handbook or other materials, call us at **1-844-444-4410 (TTY 711)**

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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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