

Care Notes

Issue 1, 2022



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.

In This Issue

Know Your Benefits

6 Ways to Get the Most From Your Plan	3
Your Voice Matters.	4
Your Member ID Card is Your Key to Getting Care	5
Changes to Covered Medicines	7
Get Your Care on the Go: The NEW Horizon NJ Health App	12
Member Advocates are Here to Help	15

Health & Wellness

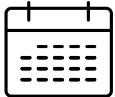
Get Healthy With an Annual Wellness Visit	2
What is Aspiration Pneumonia?	6
Follow-up Care for Behavioral Health Conditions	9
Prevent Falls With These 6 Tips	9
First Aid for Seizures	10
Follow-up Care After Your ER Visit	11
Keep Your Eyes Healthy With Routine Exams	14
If You Smoke or Vape, We Can Help You Quit	15

Important Reminders

Member Rights and Responsibilities	2
Our Commitment to Quality	6
Horizon NJ TotalCare (HMO D-SNP): All of Your Benefits in One Plan	8
Your Updated Member Handbook: Where to Find It	11
No Referrals Needed to Get Care	12
Planning Ahead Can Help Your Loved Ones	13
At-Home COVID-19 Testing	16



Get Healthy With an Annual Wellness Visit



The beginning of the year is a great time to schedule your annual wellness visit. During this visit, talk to your Primary Care Provider (PCP) about:

- Blood pressure, cholesterol and body mass index (BMI)
- Preventive screenings you may need, such as screenings for breast cancer, colorectal cancer, prostate cancer and diabetes
- Vaccines you may need
- Medicine you take
- Your health concerns or questions

You can also work with your PCP to develop a personal health plan to help you meet your health goals and stay healthy. Regular checkups are the best way to find problems early, when they're easier to treat.

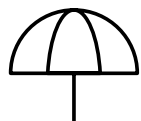
There's no copay for an annual wellness visit – it's part of your covered benefits.

Member Rights and Responsibilities



You have rights, responsibilities and choices in the care you get. Your member rights and responsibilities can be found in your Member Handbook and at horizonNJhealth.com/memberrights.

6 Ways to Get the Most From Your Plan



We work hard to make sure our programs, care management and customer service make your Horizon NJ Health experience exceptional. To get the most from your health plan, follow these tips:

1. Schedule your preventive care visits and health screenings.

We want you to stay safe and healthy, so we will send you reminders for preventive care, like your annual wellness exam and flu shot. When you get the reminders, make sure to schedule these important appointments. Staying up to date on your vaccines and preventive care can save your life.

2. Let your personal Care Manager help you get the care you need.

You'll get a Plan of Care with health goals that are right for you – with support along the way so you can reach them.

Your Care Manager will:

- Help you connect with doctors and pharmacists
- Assist with prior authorizations (pre-approvals) for any services you need

To reach a Care Manager, call **1-844-444-4410** (TTY **711**), weekdays, 8 a.m. to 5 p.m., Eastern Time (ET).

3. Let us help you schedule your appointments.

Call us if you need help getting an appointment with a specialist. And, remember these tips when you schedule your appointments:

- Request the first appointment of the day.
- Ask your doctor's office to let you know if they are running late.
- If you're on time for your appointment, you shouldn't have to wait too long.

4. Build a relationship with your PCP.

The right care starts with your PCP. Your PCP should:

- Listen carefully to your health concerns
- Help you find a specialist
- Explain things in a clear, understandable way
- Talk to you about any medicines you are taking

If you need to change your PCP for any reason, please call Member Services at **1-844-444-4410** (TTY **711**).

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5. Access your benefits with our online tools.

Register and sign in at horizonNJhealth.com to:

- View your covered benefits
- Request a new member ID card
- Change your PCP

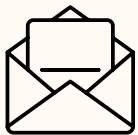
6. Get answers to your health questions, 24/7.

You can get answers to your everyday health questions, or more serious health concerns, anytime – all at no cost to you. You can use our:

Nurse Chat: Chat with a registered nurse or doctor online in real time. The nurse can connect you with a doctor for a video consult, if you need it. Visit HorizonBlue.Pager.com to get started.

24/7 Nurse Line: A registered nurse will give you reliable health information right away. A Care Manager is also available. Call **1-800-711-5952 (TTY 711)**.

Your Voice Matters.



You may get **a survey soon in the mail** asking about your experience with your health care. This confidential survey will be sent out in **March** to a random sample of Horizon NJ Health members. If you are one of the few members selected by the Centers for Medicare & Medicaid Services (CMS) to receive this survey, please know that your feedback is important to helping us improve your experience. We hope that you are fully satisfied with the services and benefits that Horizon NJ Health provides, and that we are meeting your expectations. If not, please call **1-844-444-4410 (TTY 711)** to let us know how we can do better. We are continually striving to improve your health care and the services you receive.

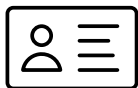
Here are some helpful tips as you take the survey:

- Remember, Horizon NJ Health doesn't receive individual member survey feedback, so if you have an issue, please call Member Services at **1-844-444-4410 (TTY 711)** directly.
- Some questions may not apply to you, so it's OK to skip them! If you are asked about wait time at your provider's office, remember that the clock starts at your actual appointment time. Even if you arrive 15 minutes early, you would still count from the time of your appointment.
- When you call us, we will always do our best to get you the answers you need. But sometimes, because of health plan features and other rules, we may not always be able to give you the answer you expect. But we will always treat you with the courtesy and respect you deserve.

Please take the time to answer the survey. Your opinions matter to us!



Your Member ID Card is Your Key to Getting Care



You got your Horizon NJ Health member ID card in the mail when you became a member. Always carry it with you and show it every time you see your doctors and dentist, fill your prescriptions, get lab work done and go to the Emergency Room (ER). Your member ID card shows your:

- PCP's name and phone number
- Member ID number
- Plan type

Your PCP

If you didn't choose a PCP upon enrollment, one was assigned to you. If you want to change your PCP, you can do so at any time. Register and sign in at horizonNJhealth.com or call Member Services at **1-844-444-4410 (TTY 711)**.



To request a new member ID card, register and sign in at horizonNJhealth.com, download and sign in to the Horizon NJ Health app or call Member Services at **1-844-444-4410 (TTY 711)**. If your member ID card was lost or stolen, call Member Services right away.



What is Aspiration Pneumonia?

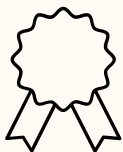


For older adults, stroke survivors, and people with conditions like Parkinson's disease, dementia, multiple sclerosis or cerebral palsy, swallowing can be difficult. This may put you at risk for aspiration pneumonia. Aspiration pneumonia happens when food, saliva, liquids or vomit are breathed into the lungs instead of being swallowed into the stomach.

Help prevent aspiration pneumonia:

- Eat slowly and take small bites.
- Sit upright when eating or drinking.
- Alternate solid and liquid foods and rest between mouthfuls.
- Avoid medicines that may cause drowsiness, which may increase difficulties with swallowing or coughing.
- Practice good oral hygiene, especially after eating, to remove leftover food particles and prevent a buildup of bacteria in the mouth.

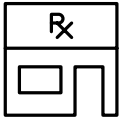
Our Commitment to Quality



We want to make sure that the care and services you get are appropriate, necessary and properly administered. That's why we have a Quality Improvement (QI) Program that works to improve the quality of care and services provided to our members.

Our QI Program monitors areas that affect the care our members receive, such as access to care, preventive screenings and member satisfaction. For more information about this program and its progress toward goals, please call **1-844-444-4410** (TTY **711**), and ask for the Quality Department, or visit horizonNJhealth.com/quality.

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	Bylvay (odevixibat)
Covered	Insulin glargine-yfqn

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.

New Generics



Generic medicines are the same as brand name medicines in quality, strength, purity and stability, as required by the U.S. Food and Drug Administration.

The following generic medicine(s) is currently on the market or expected to be on the market within the next three (3) months.

Generic Name	Brand Name
Everolimus	Afinitor
Sunitinib malate	Sutent

Horizon NJ Health encourages using generic products before using brand name products, when appropriate.



Horizon NJ TotalCare (HMO D-SNP): All of Your Benefits in One Plan



If you're eligible for Medicare and Medicaid, you may be eligible for Horizon NJ TotalCare (HMO D-SNP). With this plan, your covered benefits are combined into one easy-to-use, no-cost plan.

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

- Up to \$1,000 credit (\$250 every three months) to spend on items from our Over-the-Counter (OTC) Benefit Catalog
- An OTC Benefit Card with another \$1,560 annually (\$390 every three months) to use toward the purchase of eligible OTC items at participating retailers.
- Online doctor and therapist visits (telehealth) from home using your phone, tablet or computer
- Home delivery of meals for up to 14 days after a qualifying hospital stay
- Fitness and exercise programs
- A dedicated Care Manager to coordinate your health care needs
- And more!

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.



Follow-up Care for Behavioral Health Conditions



If you or a loved one has recently received care for a behavioral health condition at an inpatient facility, it's important to follow up with your doctor **within seven days**. Your doctor will help you manage your symptoms and treatment, address your concerns and answer any questions you have about your condition or medicine.

Follow-up visits may include outpatient therapy, psychiatry, intensive outpatient or partial hospitalization programs. You may even be able to use telehealth for some appointments.

If you have any questions, or need help finding a behavioral health provider, please call **1-844-444-4410** (TTY 711) or visit horizonNJhealth.com/findadoctor.

Prevent Falls With These 6 Tips



Falls are common, and your risk can increase as you age. The good news is that you can help prevent falls with these simple tips:

1. **Tell your doctor if your medicine makes you dizzy**, and make sure they know all the prescription and over-the-counter medicines you take.
2. **Exercise and stay physically active** to improve your balance and strength.
3. **Have your vision checked once a year.**
4. **Keep your home well lit and clutter-free.**
5. **Install grab bars and handrails where needed.**
6. **Limit your alcohol intake.** Even a small amount can affect your balance.

Ask your doctor about your risk for falls and if you need to take a vitamin D supplement to improve your bone, muscle and nerve health. It's also important to tell your doctor if you have a fall, even if you are not hurt.



First Aid for Seizures



When someone is having a seizure, there's not much you can do to stop it. But, there are things you can do to help keep the person safe until the seizure ends.

If someone is having a seizure:

- Call **911** and check to see if the person has a medical alert bracelet.
- Ease them to the floor, if possible.
- Give them room. Keep other people back.
- Clear hard or sharp objects, like glasses and furniture, away from the person.
- Cushion their head, if possible.
- Loosen clothing around their neck, if you can safely do so.
- Time when the seizure starts and when it ends, if you can.
- After the jerking stops, gently place the person on their side if you can, or turn their head to the side.
- Stay with the person until the seizure ends or until medical help arrives.
- Once the seizure stops, calmly tell the person what happened.

You should never:

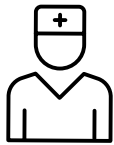
- Try to hold the person down or stop their movements.
- Put anything in their mouth – you could damage their teeth, or they may bite you. A person cannot swallow their tongue during a seizure.

If you have seizures or care for someone who does, talk with your doctor. There may be other information you should know or medicine that can help.

Sources: aesnet.org, cdc.gov/epilepsy



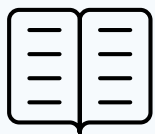
Follow-up Care After Your ER Visit



If you recently got care in an Emergency Room (ER) or were hospitalized for an illness or injury, it's important to follow up with your doctor **within seven days**. This simple step can prevent another trip to the ER. Be sure to tell your doctor about any tests that were done, or any tests you may still need. You should also tell your doctor about any medicine(s) prescribed for you. If you're not able to call, you can ask a family member or friend to call for you.

Many doctors offer telehealth visits, which can make it easier to get care. If you need help finding a doctor, visit horizonNJhealth.com/findadoctor or call Member Services at **1-844-444-4410** (TTY **711**), 24 hours a day, seven days a week.

Your Updated Member Handbook: Where to Find It



If you have questions about your benefits or how your plan works, you can find the answers in your Member Handbook. Your Member Handbook was recently updated and can be viewed at horizonNJhealth.com/handbooks. If you would like a printed handbook mailed to you, please call Member Services at **1-844-444-4410** (TTY **711**), 24 hours a day, seven days a week.



Get Your Care on the Go: The NEW Horizon NJ Health App



With the **Horizon NJ Health app**, you can quickly and easily access your benefits from your smartphone or tablet. The app is free – simply download it from the App Store® or Google Play™, or text **NJHLTH** to **422-272**.

If you're already registered at horizonNJhealth.com, you can use the same username and password for the **Horizon NJ Health app**. When you sign in, you can:

- View and download your member ID card
- Find a doctor, dentist or other health care provider
- See what's covered
- Change your PCP
- And much more!

No Referrals Needed to Get Care



We want you to get the care you need, when you need it. That's why you don't need a referral to see in-network specialists. If you need help finding an in-network specialist, your Care Manager can help. You can also visit horizonNJhealth.com/findadoctor or call Member Services at **1-844-444-4410** (TTY 711), 24 hours a day, seven days a week.

Planning Ahead Can Help Your Loved Ones



No one likes to think about being sick or hurt, but planning ahead can help prevent added stress for your loved ones and make sure your wishes are respected. An advance directive is a legal document that lets your family and doctors know how you want to be treated if you become too sick to tell them.

Types of advance directives

- A **proxy directive** lets you choose an adult to make health care choices for you if your doctor decides that you cannot understand your diagnosis or care options.
- An **instruction directive** is also called a living will. It states your wishes for care if you cannot make your own choices.

Things to think about

- The types of treatments or procedures you want and for how long, including breathing machines, cardiopulmonary resuscitation (CPR), surgery and more
- Your choices for medicines, doctors and hospitals
- Who – if anyone – can make choices about your care
- If you would like to donate your organs



How to make an advance directive

The State of New Jersey offers an easy-to-use advance directive form at nj.gov/health/advancedirective. Once you create your advance directive, share it with your doctor, caregiver and loved ones, and keep a copy in a safe place.

Your rights

It's your right to make an advance directive, and you can change or cancel it at any time. We also need to tell you that:

- You have the right to give instructions about your care if you are not able to make medical decisions for yourself.
- We cannot deny you care before you do or do not have an advance directive.
- We have to comply with all state laws and let our staff and the community know about all of our advance directive policies.



Keep Your Eyes Healthy With Routine Exams



If you have not had your vision checked within the past year, now is a great time to make an appointment. Seeing an eye doctor for routine exams can help find problems early and protect your vision, especially as you age.

To keep your eyes healthy:

1. **See an eye doctor once a year** – Your doctor will check for problems like glaucoma, cataracts and age-related macular degeneration.
2. **Eat a healthy diet** – Choose lots of fruits and vegetables.
3. **Maintain a healthy weight** – Stay active and exercise.
4. **Wear sunglasses** – Look for sunglasses that block both UV-A and UV-B radiation.
5. **Give your eyes a break** – If you spend a lot of time on a computer or other screen, rest your eyes every 20 minutes.

Routine eye exams are covered under your benefits. To find an eye doctor near you, call **1-844-444-4410** (TTY 711) or visit horizonNJhealth.com/findadoctor.



Do you have diabetes?

You should also have a diabetic eye exam every year. Keeping your blood sugar, blood pressure and cholesterol under control will help protect your eyes.



If You Smoke or Vape, We Can Help You Quit



Deciding to quit smoking or vaping is a major step in improving your health. When you quit, you'll lower your risk of heart disease, cancer and other serious health problems.

If you don't know where to start – we're here to help. Horizon NJ Health covers counseling, prescription medicine and over-the-counter (OTC) products like nicotine patches and gum to help you stop smoking or vaping.

You can also get help from NJ Quitline counselors:

- **1-866-NJ-STOPS (1-866-657-8677) (TTY 711)**, weekdays, from 8 a.m. to 9 p.m. (except holidays), Saturdays, from 8 a.m. to 7 p.m., and Sundays, from 9 a.m. to 5 p.m.
- njquitline.org

Member Advocates are Here to Help



In addition to support from your Care Manager and Member Services, you can get help from 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 call you.



At-Home COVID-19 Testing



The federal government launched a national website where each household can receive a one-time shipment of four free OTC, at-home COVID-19 tests. You can order these tests to be shipped directly to you at covidtests.gov.

The state of New Jersey also offers New Jersey residents the option to order a free saliva-based PCR test, shipped directly to their homes from learn.vaulthealth.com/nj/.

Tests Covered by Horizon NJ Health

Horizon NJ Health covers OTC, at-home COVID-19 test kits through your Pharmacy benefits.

As a Horizon NJ Health member, you can get OTC, at-home test kits at one of our participating pharmacies. In order for these kits to be covered, you must go to the pharmacy counter and show your Horizon NJ Health member ID card. The pharmacy will process the kit(s) as part of your Pharmacy benefit at no cost to you.

Horizon NJ Health will only cover tests that you get through your Pharmacy benefit. We will not provide a refund or give any reimbursements for tests purchased by members.

Members have coverage for four tests per date of service, up to eight tests per month. However, due to supply and demand, pharmacies and online retailers may limit the number of tests bought at one time.

The pharmacy will tell you which kits are covered under your plan's benefits.

To find a participating pharmacy, search our *Doctor & Hospital Finder* at horizonNJhealth.com/findadoctor. Select *Pharmacies* from the drop-down menu, choose *Horizon NJ Health* as your plan, and then click *Find*.

For questions about getting OTC, at-home test kits through your Pharmacy benefit, please call our Pharmacy hotline at **1-800-682-9094 x81016** (TTY **711**). Our Pharmacy team is available Monday to Friday from 8 a.m. to 5:30 p.m. and Saturday from 8 a.m. to 4:30 p.m.

We encourage you to follow the advice of all respected public health experts to get vaccinated and boosted. Vaccination is the most effective action we can take to protect ourselves, our families and our communities. As a reminder, the COVID-19 vaccines are available at no cost to you.



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.

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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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