

# Care Notes

Issue 2, 2022

Your Updated Member Materials Are Available  
Review your most current plan information and Member Handbook.



We're here to help you get the most out of your Managed Long Term Services & Supports (MLTSS) benefits and services so you can stay healthy. If you have any questions about your coverage or need our help, call us at **1-844-444-4410** (TTY 711). Our Member Services Representatives are here 24 hours a day, seven days a week, 365 days per year.

## In This Issue

### Know Your Benefits

Get to Know Your Benefits	2
Get Your Care on the Go: The Horizon NJ Health App	3
Our Prescription Drug Listing Is Changing	4
New Generics	5
Horizon Neighbors in Health: Education Works	8
What is Prior Authorization?	10
You May Be Eligible for a Free Cell Phone	12

### Health & Wellness

Do You Have High Blood Pressure?	6
Preventing Bedsores	7
4 Signs of Congestive Heart Failure	9
Prostate Cancer: Get the Facts	10
Inpatient Substance Use Disorder Treatment – What Comes Next?	15

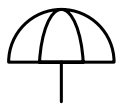
### Important Reminders

We Can Help with Language Translator Services	3
Community Support Near You	11
Horizon NJ TotalCare (HMO D-SNP): All of Your Benefits in One Convenient Plan	13
What is a Member Advocate?	13
Our Housing Specialist is Here to Help	14
Have a Backup Plan Ready	16
Do You Need a Ride to Your Doctor's Appointment?	16





## Get to Know Your Benefits



### Your MLTSS Member Handbook includes information about:

- Benefits and services included and excluded from coverage
- Copays and/or other charges
- Pharmacy procedures
- Claims and how to submit an appeal or grievance
- How to access your Primary Care Provider (PCP), specialty and behavioral health services
- How to find an in-network doctor
- How to get help if you speak a language other than English
- How to get care after normal business hours, including emergency care
- How to get care outside of Horizon NJ Health's service area
- How Horizon NJ Health evaluates new technology for inclusion in covered benefits

You can find your MLTSS Member Handbook at [horizonNJhealth.com/handbooks](https://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.

**NEW!**

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



If you have not already downloaded the **Horizon NJ Health app**, do it today! The app is free and lets you quickly and easily access your benefits anytime, anywhere. Simply download it from the App Store® or Google Play™, or text **NJHLTH** to **422-272**.

If you've already registered at [horizonNJhealth.com](https://horizonNJhealth.com), you can use the same username and password for the **Horizon NJ Health app**.

### When you sign in, you can:

1. View and download your member ID card
2. Find a doctor, dentist or other health care provider near you
3. See what's covered under your plan
4. Change your PCP
5. And more!

---

## We Can Help With Language Translator Services



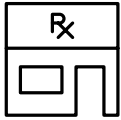
Horizon NJ Health can provide language translator services by phone during your doctor visits. To use translator services:

1. You must have current coverage with Horizon NJ Health.
2. The doctor must be a provider in Horizon NJ Health's network.
3. The office visit must be for services that are covered by your plan.

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



# Our Prescription Drug Listing is Changing

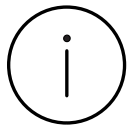


You can find the most up-to-date formulary listing at [horizonNJhealth.com/covered\\_drugs](https://horizonNJhealth.com/covered_drugs). The listing shows you if your medicine needs prior authorization (approval), step therapy (trying less expensive options before “stepping up” to medicines that cost more) or has quantity/age limitations. Here is a list of recent changes:

Covered Change Description (effective July 18, 2022)	Brand (Generic) Drug Name	Alternatives (if applicable)
Covered	Vimpat (lacosamide)	Remicade (infliximab)
Covered	Infliximab	Remicade (infliximab)
Covered	Remicade (infliximab)	Remicade (infliximab)
Covered	Welireg (belzutifan)	Remicade (infliximab)
Covered	Livmarli (maralixibat)	Remicade (infliximab)
Covered	Relpax (eletriptan)	Remicade (infliximab)
Not Covered	Avsola (infliximab-axxq)	Remicade or Infliximab (both require prior approval)
Not Covered	Inflectra (infliximab-dyyb)	Remicade or Infliximab (both require prior approval)
Not Covered	Renflexis (infliximab-abda)	Remicade or Infliximab (both require prior approval)
Not Covered	Cephalexin tablets	Cephalexin capsules
Not Covered	Colchicine capsules	Cephalexin capsules
Not Covered	Minocycline tablet	Minocycline capsules

Please talk with your PCP about these changes. If your PCP decides 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 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 generic medicine(s) listed below is currently on the market or expected to be on the market within the next three (3) months.

Generic Name	Brand Name
Naloxone Nasal Spray	Narcan
Lopinavir/ Ritonavir	Kaletra
Etravirine	Intelence
Lacosamide	Vimpat
Maraviroc	Selzentry

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







## Do You Have High Blood Pressure?



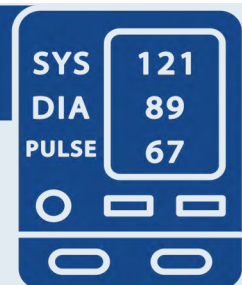
Blood pressure measures the force of your blood pushing against the walls of your arteries. This pressure is measured using two numbers.

### **SYSTOLIC** (the top number):

the pressure in your arteries when your heart beats

### **DIASTOLIC** (the bottom number):

the pressure in your arteries when your heart rests between beats



**Normal blood pressure is 120/80 mmHg or less. If your blood pressure is higher than normal, it's called hypertension.**

### Hypertension

About half of the adults in the United States have hypertension. Hypertension increases your risk for other health problems, like heart disease, heart attack and stroke. Sometimes there are no signs or symptoms of hypertension. The only way to diagnose it is to visit your doctor.

### If you have hypertension, there are ways to lower your blood pressure:

1. Get regular physical activity
2. Eat a balanced diet and limit salt intake
3. Maintain a healthy weight
4. Reduce or avoid alcohol intake
5. Do not smoke

Talk to your doctor about how you can maintain healthy blood pressure. Take action to control your blood pressure to protect you from heart disease, heart attack and stroke.

Source: Centers for Disease Control and Prevention (CDC). High Blood Pressure Symptoms and Causes. Retrieved on **May 2, 2022** from [cdc.gov/bloodpressure/about.htm](https://www.cdc.gov/bloodpressure/about.htm).



## Preventing Bedsores



Bedsores happen when there's an injury to the skin from long periods of pressure in that area. They happen most often on skin that covers bony areas of the body, such as heels, ankles, hips, shoulder blades and the tailbone. Bedsores can happen over hours or days. Most heal with treatment, but some never heal completely.

### Watch for warning signs

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

### Help prevent bedsores

5. Check your skin daily for warning signs of a bedsore, especially on bony areas.
6. Change your body position or shift your weight at least every hour.
7. Apply moisture barrier creams to protect the skin from urine and stool.
8. Use pillows and pads to reduce pressure on areas. Don't use doughnut cushions, as they put pressure on the surrounding skin.
9. Drink plenty of fluids to stay hydrated.

If you see warning signs of a bedsore, change your position to help ease the pressure on that area. Call your doctor if it does not improve within 48 hours or if you see signs of a skin infection. Signs of an infection include fever, drainage from a sore, a sore that smells bad, or increased redness and swelling around a sore that doesn't go away when you change your position.





## Horizon Neighbors in Health: Education Works

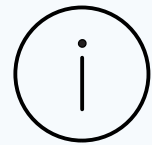
Do you want to get your high school equivalency diploma? The Horizon Neighbors in Health: Education Works program can help you study for and get your diploma – all at no cost to you!

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

1. Work with you one-on-one to understand your situation and remove the barriers between you and this goal
2. Connect you to groups in your area to help you study
3. Coach you over the phone to help you stay on track
4. Pay the pre-test and test fees (up to three attempts)

### To qualify, you must:

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



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](mailto:EducationWorks@HorizonBlue.com).



## 4 Signs of Congestive Heart Failure



Heart failure, also called congestive heart failure (CHF), can happen if your heart cannot pump enough blood and oxygen to support the other organs in your body.

**Early diagnosis and treatment are important for managing CHF.**  
**Look for these signs:**

1. Shortness of breath
2. Trouble breathing while lying down
3. Weight gain with swelling in the legs, ankles, feet or stomach
4. Feeling tired and weak

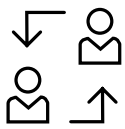
If you have signs of CHF, talk to your doctor. Treatment is available, including medicines, and your doctor may recommend switching to a low-salt diet and increasing your daily physical activity.

Source: Centers for Disease Control and Prevention (CDC). Heart Failure. Retrieved on **May 2, 2022** from [cdc.gov/heartdisease/heart\\_failure.htm](https://cdc.gov/heartdisease/heart_failure.htm)





## What is Prior Authorization?



Sometimes, Horizon NJ Health needs to review your doctor's treatment plan before you get care to make sure it's medically necessary, appropriate and covered. This is called **prior authorization**. When we do this, our decisions are based on your health care needs and plan benefits.

We do not offer rewards or incentives to our employees to deny coverage. We also do not stop doctors from discussing with you all available treatment options, even if your plan doesn't cover it.

If you or your doctor needs to request prior authorization, please call **1-844-444-4410** (TTY **711**).

## Prostate Cancer: Get the Facts



Prostate cancer is the second leading cause of cancer death for men in the United States, behind only lung cancer. **But, prostate cancer is 100% treatable if caught early.** Talk to your doctor to decide if you need a prostate cancer screening.

### What can increase your risk for prostate cancer?

1. Age
2. Race
3. Family history
4. Obesity

Source: American Cancer Society. Prostate Cancer. Retrieved on **May 2, 2022** from [cancer.org/cancer/prostate-cancer](https://www.cancer.org/cancer/prostate-cancer).



# Community Support Near You



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 is a statewide, non-profit organization that focuses on helping individuals and families affected by mental illness. This organization has groups available to give you support and connect you with others who can relate to what you're going through.

For information on support groups near you, please call **1-866-626-4664 (TTY 711)**, or visit [naminj.org](http://naminj.org).

## Food Pantries

Food and nutrition play an important role in health, wellness and recovery. If it's hard for you to prepare meals or buy groceries, please reach out to your Care Manager right away. Your Care Manager can help you get the resources that you need.

There are also food banks throughout New Jersey that can provide food at no cost. To find food banks near you, please visit [foodpantries.org](http://foodpantries.org) or [freefood.org](http://freefood.org).

If you need help finding resources in your area, call your Care Manager directly. If you need your Care Manager's contact information, please call **1-844-444-4410 (TTY 711)**, and press **1**.

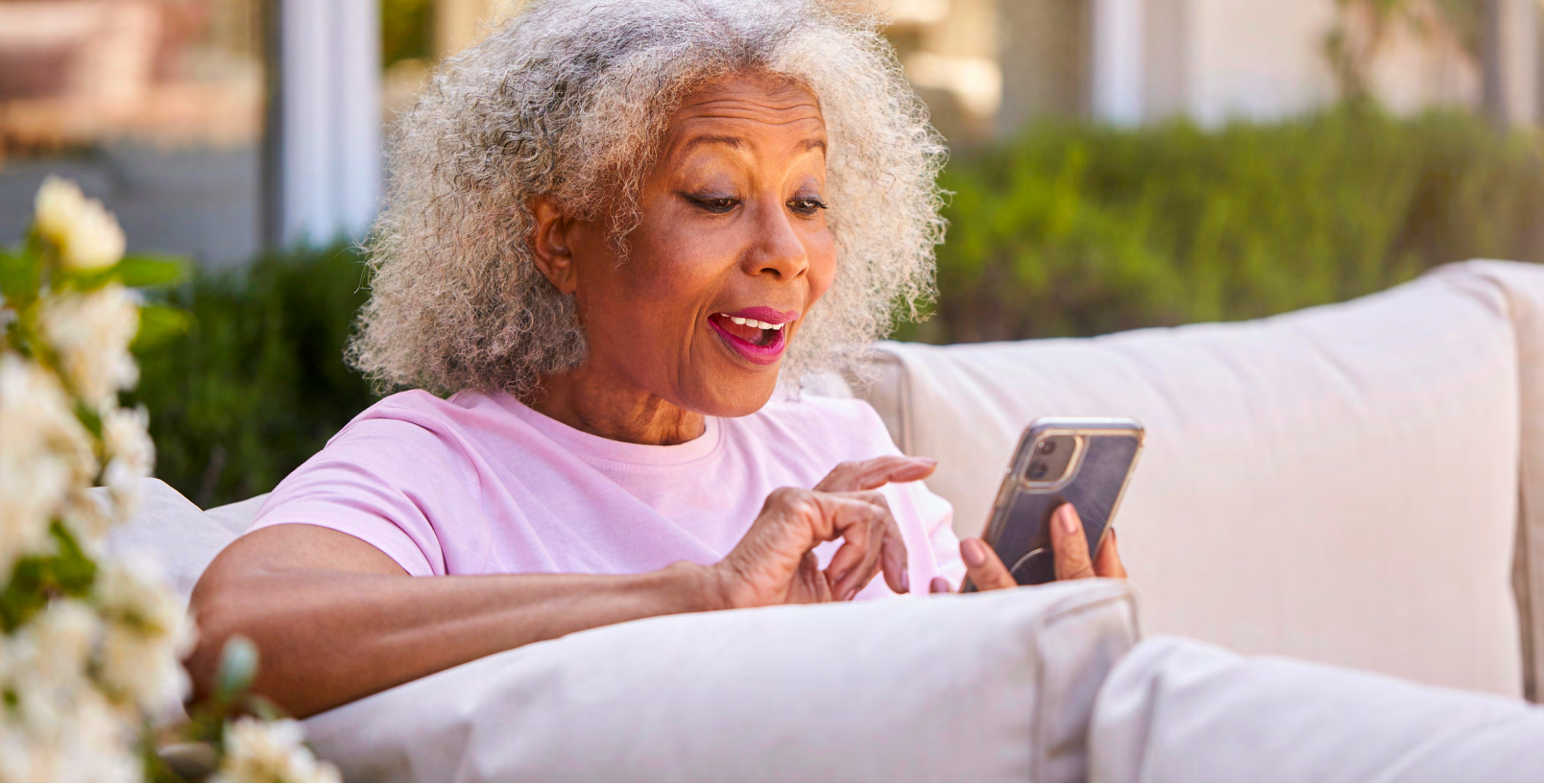
## Help for Caregivers of People with a Cognitive Impairment

A cognitive impairment is when a person has certain limitations in mental functioning or abilities. Cognitive impairment in older adults can be caused by things like medicine side effects, illness, depression and forms of dementia, such as Alzheimer's disease. Some causes can be reversed with treatment. Others, such as Alzheimer's disease, cannot be reversed, but symptoms can be treated.

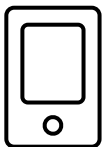
Please call **1-888-280-6055 (TTY 711)** to connect with one of New Jersey's dementia experts. There are English- and Spanish-speaking support groups available to help you.

## Other online resources include:

1. The National Institute on Aging: [nia.nih.gov/health/taking-care-yourself-tips-caregivers](http://nia.nih.gov/health/taking-care-yourself-tips-caregivers)
2. Family Caregiver Alliance: [caregiver.org](http://caregiver.org)
3. Alzheimer's Association: [alz.org](http://alz.org)



## You May Be 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 are 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 will not count toward your minutes

### Already have your own phone?

Use your own smartphone for this program and you'll get a free SIM card.

In addition to the LifeLine Program, you may also qualify for the federal Affordable Connectivity Program (ACP). This program offers:

1. Talk and text
2. Calls to Canada and Mexico
3. 25 GB of data and 5 GB of hotspot

To see if you're eligible for LifeLine or ACP, apply at [safelink.com](https://safelink.com) or call 1-877-631-2550 (TTY 711).

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

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

## And you'll get these extra benefits:

1. Up to \$1,000 (\$250 every three months) as a credit to spend on items from our Over-the-Counter (OTC) Benefit Catalog
2. Another \$1,560 annually (\$390 every three months) on an OTC Benefit Card to spend on eligible OTC items at participating retailers.
3. 24/7 online doctor and therapist visits in your home (telehealth) using your phone, tablet or computer
4. Home delivery of meals for up to 14 days after a qualifying hospital stay
5. Fitness and exercise programs
6. A dedicated Care Manager to coordinate your health care needs
7. And more!

## Want to know more?

Call **1-888-328-4542** (TTY **711**), 24 hours a day, seven days a week, or visit [HorizonBlue.com/TotalCare](https://HorizonBlue.com/TotalCare).

---

## What is a Member Advocate?



In addition to support from your Care Manager and Member Services, you can get help from a Member Advocate. This person can answer any questions about your MLTSS benefits and services and can help you with your medical 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.





## Our Housing Specialist is Here to Help



If you need help finding housing resources in your community, your Care Manager can work with our Housing Specialist to give you information about:

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

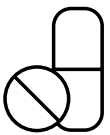
### Other online resources include:

5. [New Jersey County Boards of Social Services](#)
6. [Affordable Housing Online](#): search for Federal housing assistance by state, county and city
7. [New Jersey Housing Resource Center](#): search for housing (temporary, rentals and for sale) by New Jersey county, city or ZIP code
8. [List of Affordable Housing developments in New Jersey by county](#)

Talk to your Care Manager for more information.



## Inpatient Substance Use Disorder Treatment – What Comes Next?



Substance Use Disorder (SUD) can occur when repeated alcohol or drug use causes health problems, disability and failure to meet major responsibilities at work, school or home.

If you or a loved one has recently been discharged from an inpatient facility, residential treatment or detox center with a SUD diagnosis, scheduling follow-up visits with your provider is key to your recovery.

### Follow these guidelines for the best possible results:

1. Schedule an appointment **quickly after discharge**, so your provider can help you manage treatment and discuss any questions you have about your medicines or therapies.
2. During your follow-up visit, you can ask your provider to **coordinate care with your PCP**.
3. Follow-up visits may include outpatient, telehealth, intensive outpatient or partial hospitalization visits.

For more information, or if you need help finding a behavioral health practitioner, please call **1-844-444-4410** (TTY 711) or use our [Online Doctor & Hospital Finder](#). You can also ask your Care Manager for help.



## Have Your Backup Plan Ready



If you're living in the community, you have a set schedule for the in-home care and services you receive. But, there may be times when a service gets canceled unexpectedly, like a Personal Care Assistant who is not able to visit. That's 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:

1. Details about how you want your backup care to be provided, if there is a cancellation
2. The phone number of the agency or person who will provide backup care if your scheduled person cannot provide the care
3. Instructions on how to report the cancellation to your Care Manager

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

### If a service is unexpectedly canceled:

4. Call your Care Manager.
5. If you cannot reach your Care Manager, call Member Services at **1-844-444-4410** (TTY 711).



## Do You Need a Ride to Your Doctor's Appointment?

Modivcare offers non-emergency medical transportation within a 20-mile radius at no cost to you. This includes rides to and from routine doctors' appointments, testing facilities and treatment centers. To schedule a ride, visit [Modivcare.com](https://www.modivcare.com) or call **1-866-527-9933** (TTY **1-866-288-3133**). Rides must be scheduled at least 48 hours before your appointment.





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.

# Care Notes

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.

There is no charge to download the Horizon NJ Health app but rates from your wireless provider may apply. Apple and the Apple logo are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc., registered in the U.S. and other countries. Google Play and the Google Play logo are trademarks of Google LLC.

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.

© 2022 Horizon Blue Cross Blue Shield of New Jersey. Three Penn Plaza East, Newark, New Jersey 07105. (0722) 086-22-62

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



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

Y0090\_H8298\_ECN006708B\_M