

Blue Notes

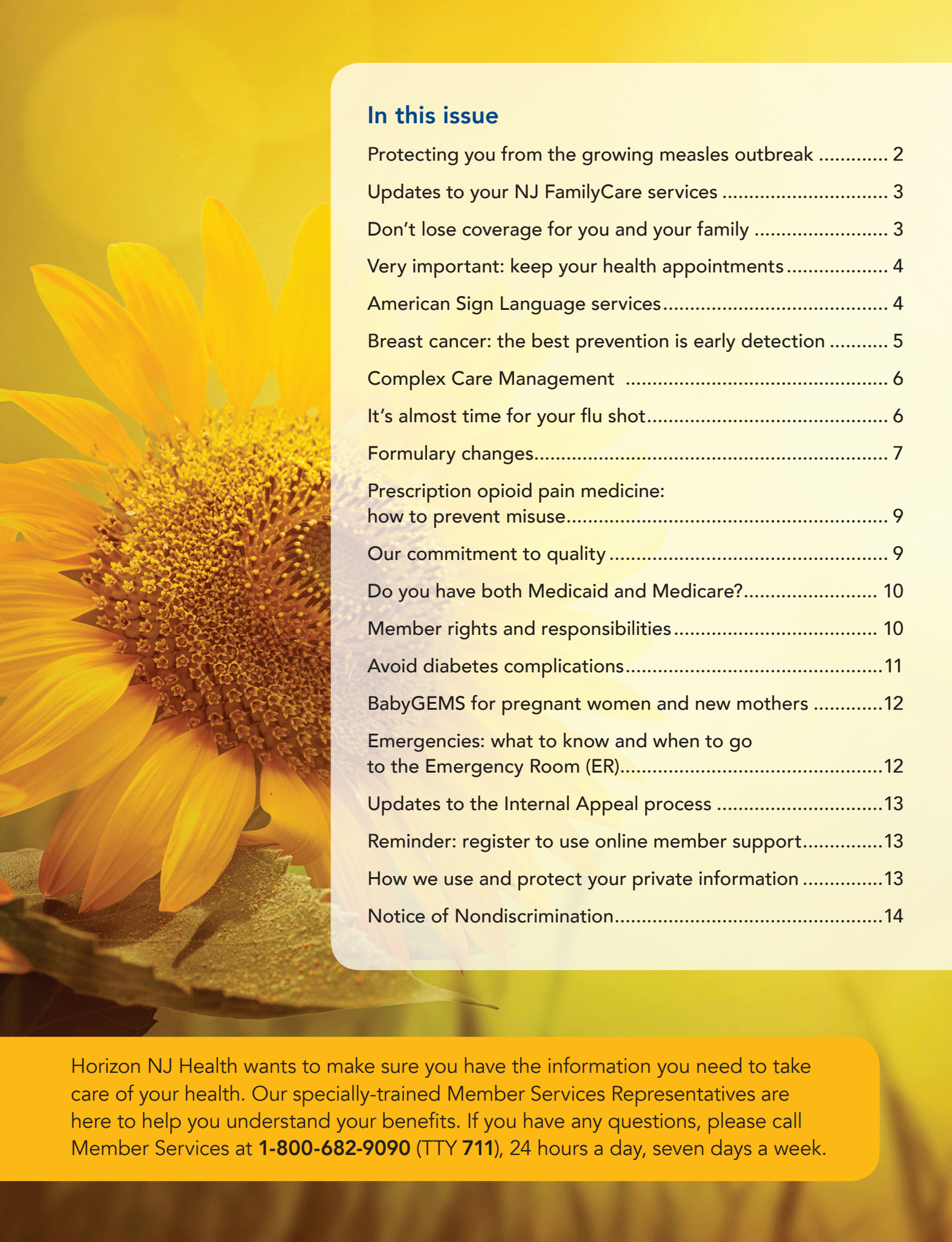
Issue 2, 2019



Horizon

Horizon NJ Health

horizonNJhealth.com



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Horizon NJ Health wants to make sure you have the information you need to take care of your health. Our specially-trained Member Services Representatives are here to help you understand your benefits. If you have any questions, please call Member Services at **1-800-682-9090 (TTY 711)**, 24 hours a day, seven days a week.

Protecting you from the growing measles outbreak



According to the Centers for Disease Control and Prevention (CDC), 1,164 measles cases have been confirmed in 30 states as of July. This is the largest outbreak of measles in the United States since 2000. There are currently 17 confirmed cases in New Jersey.

Symptoms

Measles is considered the most deadly of all childhood rash/fever illnesses. Measles can cause serious health problems such as ear infections, pneumonia, swelling of the brain and miscarriage in pregnant women.

Symptoms may include:

- Cough
- High fever
- Rash
- Red watery eyes
- Runny nose

If you have symptoms and could have been exposed to the disease, please call your doctor immediately.

Protect your family

The MMR (measles, mumps and rubella) vaccine protects children from measles, mumps and rubella.

Vaccines are an important part of keeping your child healthy – today and in the future. Please make sure your child is up to date

on all recommended vaccinations. If you received the measles vaccine between 1963 and 1968, speak with your doctor about getting revaccinated. Booster vaccines are not necessary for those who received two doses of measles vaccine as children. According to the United States vaccination schedule, these people are protected for life and do not ever need a booster dose.

Unsure about immunity?

If you are unsure whether you are immune to measles, you should first try to find your vaccine records or documentation of measles immunity. If you do not have written documentation of measles immunity, you should get the MMR vaccine.

Another option is to have a doctor test your blood to determine whether you are immune. There is no harm in getting another dose of MMR vaccine if you may already be immune to measles (or mumps or rubella). Not sure if you are fully vaccinated? Talk with your doctor.

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



Updates to your NJ FamilyCare services

At Horizon NJ Health, we will always let you know when there are updates to your health benefits. As of **April 1, 2019**, there are changes to Office Based Addiction Treatment (OBAT) services. Please review the changes below. You can also view a complete list of covered benefits at horizonNJhealth.com/covered_benefits.

- **Office Based Addiction Treatment and Navigator Services:** covered for NJ FamilyCare A, ABP, B, C and D members.
- **Prescription Drugs (Retail Pharmacy):**
 - o For NJ FamilyCare A, ABP and B members: OBAT services are covered, including atypical antipsychotics, buprenorphine/naloxone, buprenorphine, naltrexone and methadone or any other drug within this category when used for the treatment of opioid or alcohol dependence, and drugs that may be excluded from Medicare Part D coverage. No coverage for erectile dysfunction drugs and drugs not covered by a third-party Medicare Part D formulary.
 - o For NJ FamilyCare C and D members: OBAT services are covered with a \$1 copayment for generic drugs and a \$5 copayment for brand name drugs. Includes atypical antipsychotics, buprenorphine/naloxone, buprenorphine, naltrexone and methadone or any other drug within this category when used for the treatment of opioid or alcohol dependence, and drugs that may be excluded from Medicare Part D coverage. No coverage for erectile dysfunction drugs and drugs not covered by a third-party Medicare Part D formulary.

If you have any questions, please call Member Services toll free at **1-800-682-9090 (TTY 711)** 24 hours a day, seven days a week.

Don't lose coverage for you and your family



Keep your coverage – DO NOT miss your time to renew. All NJ FamilyCare members must renew their coverage on time. If you miss your deadline or if you have unpaid NJ FamilyCare premium bills, you risk losing health coverage for you and your family. NJ FamilyCare may send you a preprinted form or blank application to fill out, and they may ask you to confirm your family size. It is important to respond to any written request as soon as possible so there is no disruption in your coverage.

To renew your coverage, contact NJ FamilyCare at **1-800-701-0710 (TTY 1-800-701-0720)** or your eligibility agency, such as your local County Welfare Agency (CWA).



Very important: keep your health appointments



Getting your checkups, vaccines and screenings as scheduled is an important part of keeping you healthy. Sometimes, people put off seeing the doctor because they are scared of getting abnormal test results. This can be scary, but routine health screenings let your doctor find any problems early, when the chance for successful treatment is best. You should also be sure your child gets his or her well visits as scheduled.

Some things to keep in mind about keeping appointments:

- Ignoring health problems won't make them go away.
- Waiting until health problems become serious usually requires more visits to the doctor or hospital for treatment.
- Under your plan, most routine health screenings are covered at no cost to you.
- Routine well-child visits ensure your child gets vaccinated as scheduled.

If you have any questions or need to discuss other reasons that are preventing you from keeping your appointments, call the Horizon *Healthy Journey* line at **1-844-754-2451 (TTY 711)**, Monday through Friday, 8:30 a.m. to 5 p.m., Eastern Time, (ET).

American Sign Language Services

Member Services now handles all requests for American Sign Language (ASL) Services under your covered benefits. Member Services will confirm eligibility and connect you to these services. Requests require at least five business days. If you need to cancel or change a service for any reason, Member Services can assist you.



Breast cancer: the best prevention is early detection

A mammogram is the best way to find breast cancer early, when it is most treatable. Women should have their first baseline mammogram between the ages of 35 and 39, and then once every year.

A mammogram can:

- ✓ Detect symptoms years before you can feel a lump.
- ✓ Take as little as 20 minutes with minimal discomfort for most women.
- ✓ Save your life.

Routine mammograms are covered, at no cost to you.

Get a prescription from your doctor and schedule your mammogram today. If you have concerns that prevent you from getting your mammogram, please call Horizon *Healthy Journey* at **1-844-754-2451** (TTY 711), Monday through Friday, 8:30 a.m. to 5 p.m., ET.



3 out of 4
women who get
breast cancer have
NO family history of illness.



EVERY 2 MINUTES

a woman is
DIAGNOSED
with breast cancer
in America.

1 IN 8
WOMEN

will develop
BREAST CANCER
in their lifetime.



Complex Care Management



Horizon NJ Health's Complex Care Management program is made up of a team of nurses and social workers dedicated to helping members who have had a major health event or medical diagnosis. Our Care Managers will visit you in the hospital and help with any discharge planning. They will give you educational resources to help you manage your chronic health condition, coordinate services with your

Primary Care Provider (PCP) and/or specialists, and help you get any home services needed upon discharge. Our Care Managers will help you avoid another hospital visit by making sure you have a care plan in place, with the appropriate resources and services.

For more information, or to enroll in our Complex Care Management program, call **1-800-682-9094 x89634 (TTY 711)**, Monday through Friday, from 8 a.m. to 5 p.m., ET.

Our Care Managers may reach out to you if they notice you've had frequent trips to the Emergency Room, multiple hospitalizations or other health events where you could benefit from our Care Management program.

It's almost time for your flu shot

Influenza (flu) is a contagious respiratory virus that can cause mild to severe illness. If you get the flu, you may have a fever, body ache and extreme fatigue. The best protection against the flu is a flu shot, which you need to get every year. October and November are the best times to get your flu shot. Talk to your doctor to see if they have the flu shot available in their office. You can also get a free flu shot at your local participating pharmacy once it is available.

Who needs a flu shot?

- Children age 6 months to 18 years
- People age 50 and older
- People with a chronic illness
- People who care for children younger than 6 months old
- Pregnant women
- People who live with or care for individuals who are high risk for flu complications



Flu vaccines are a covered benefit at no cost to you.

Formulary Changes



Horizon NJ Health would like to let you know about the recent changes to our drug formulary list (see box). The changes found in this list will be added to our drug formulary list on the Horizon NJ Health website, horizonNJhealth.com. You can also find the formulary guide, which includes an explanation and listing of step therapy, quantity/age limits and drugs requiring prior authorization, on the Horizon NJ Health website.

Here is a list of recent changes:

Covered Change Description	Brand (Generic) Drug Name	Alternatives (if applicable)
Covered	Arikayce (amikacin liposome)	–
Covered	Copiktra (duvelisib)	–
Covered	Vitakvi (larotrectinib)	–
Covered	Xospata (gilteritinib)	–
Covered	Delstrigo (doravirine, lamivudine, tenofovir disoproxil)	–
Covered	Juluca (dolutegravir/ rilpivirine)	–
Covered	Symtuza (darunavir, cobicistat, emtricitabine, tenofovir)	–
Covered	Prevymis (letermovir)	–
Covered	Nivestym (filgrastim-aafi)	–
Covered	Udenyca (pegfilgrastim-cbqv)	–
Covered	Revcovi (elapegadomase-lvlr)	–
Covered	Generic Epclusa (Sofosbuvir/ Velpatasvir)	–
Covered	Oxervate (cenegermin-bkbj)	–
Covered	Incruse Ellipta (umeclidinium bromide)	–
Covered	Takhzyro (lanadelumab-flyo)	–
Covered	Aimovig (erenumab-aooe)	–
Not Covered	Cafergot (ergotamine with caffeine)	Sumatriptan, Rizatriptan/Rizatriptan orally disintegrating tablet (ODT) or Naratriptan

Covered Change Description	Brand (Generic) Drug Name	Alternatives (if applicable)
Not Covered	Doral (quazepam)	Alprazolam, Clonazepam, Diazepam, Lorazepam, Oxazepam, Temazepam 15mg, Temazepam 30mg
Not Covered	Restoril (temazepam) 7.5 mg, 22.5 mg	Temazepam 15mg, Temazepam 30mg, Alprazolam, Clonazepam, Diazepam, Lorazepam, Oxazepam
Not Covered	Spiriva Handihaler (tiotropium)	Incruse Ellipta
Not Covered	Tudorza Pressair (aclidinium bromide)	Incruse Ellipta
Not Covered	Opium tincture	loperamide, diphenoxylate/atropine, bismuth subsalicylat
Not Covered	Carafate (sucralfate) oral suspension	generic Carafate tabs
Not Covered	Naprosyn (naproxen) Suspension	Ibuprofen suspension

Please talk with your PCP about these changes. If your PCP decides that, for medical reasons, you must take a drug that is not on the formulary list or needs pre-approval, including a brand name medication exception, he or she can call us and ask for special permission (prior authorization) for you to get the drug. Please note that Horizon NJ Health maximum days supply limit is 30 days.


New generics

Horizon NJ Health is committed to providing the most up to date information regarding new generics that are available to the market and we encourage using generic products prior to 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 drugs are currently on the market or expected to be on the market within the next three (3) months.

Generic name	Brand Name
Ambrisentan	Letairis
Dalfampridine	Ampyra
Clozapine	Fazaclo Orally Disintegrating Tablet (ODT)

Your PCP may call the Horizon NJ Health Pharmacy Department at **1-800-682-9094** to request a prior authorization.



More than **47,000**
people died from
an **opioid overdose**

11.4 million
people **misused**
prescription opioids

2.1 million
people had an
opioid use
disorder

Prescription opioid pain medicine: how to prevent misuse

If your doctor prescribes an opioid medicine like oxycodone (OxyContin), hydrocodone (Vicodin) or methadone for your pain, there are important things you should know to help keep you safe. Opioids are dangerous because they can cause serious side effects and can be very addictive.

If you are prescribed an opioid pain medicine:

- Take the medication exactly as prescribed by your doctor.
- Tell your doctor about any other prescription or over-the-counter medicines you are taking.
- Do NOT drink alcohol.
- Store your medicine in a safe place, out of reach from children and others.
- Tell your doctor about any side effects.
- Discard leftover pills safely.

Opioid alternatives

Talk with your doctor about all your pain treatment options and your concerns. There may be safer medications or prescription plans that can help you.

If you are struggling with opioid addiction, talk to your doctor, or call Member Services at **1-800-682-9090** (TTY **711**), 24 hours a day, seven days a week.

Source: U.S. Department of Health & Human Services:
[hhs.gov/opioids](https://www.hhs.gov/opioids)

Our commitment to quality

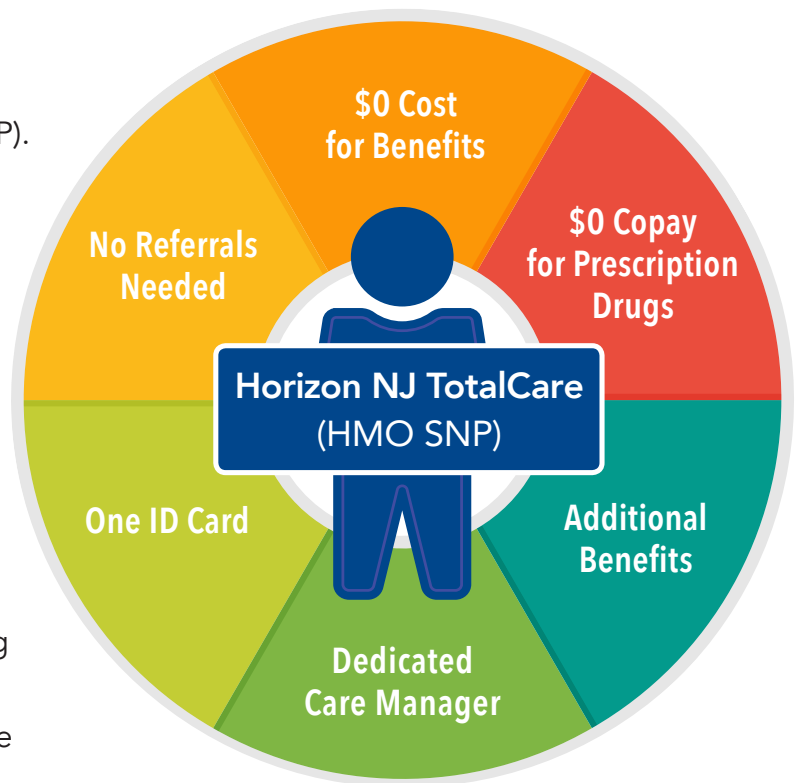
Horizon NJ Health's Quality Improvement (QI) program works with members and providers to improve the quality of care and services you receive. Our QI program ensures these services continue to be appropriate, necessary and properly administered. We monitor areas that affect the care our members get, like access to care, screenings and member satisfaction. For more information about Horizon NJ Health's QI program and its progress toward goals, visit horizonNJhealth.com/quality, or call Member Services at **1-800-682-9090** (TTY **711**) and ask for the Quality Department.



Do you have both Medicaid and Medicare?

Horizon NJ Health members who have or who are eligible for Medicare may also be eligible for Horizon NJ TotalCare (HMO SNP). This plan combines all covered Medicare and Medicaid managed care benefits into one easy-to-use, no-cost plan. Horizon NJ TotalCare (HMO SNP) members have the following benefits:

- **\$245 per quarter** to purchase health items from the Health Products Benefit Catalog
- **An additional \$250 per quarter** on a prepaid Over-the-Counter (OTC) Benefit Card to purchase eligible health care products from participating retail stores
- **FitnessCoach® Program** offering a free membership at participating fitness centers and YMCAs, or free Home Fitness Kits



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

Member rights and responsibilities

As a Horizon NJ Health member, you have rights, responsibilities and choices in the care you get. Your member rights and responsibilities can be found in your Horizon NJ Health Member Handbook or at horizonNJhealth.com/memberrights.

Avoid diabetes complications

Over time, uncontrolled diabetes can affect major organs in your body, including the heart, blood vessels, nerves, eyes and kidneys. If you have diabetes, there are exams and screenings you should have regularly to avoid complications.

Who should I see?	Why?	How often?
PCP or Endocrinologist	Check blood sugar levels, kidney function and nerve damage related to diabetes	Every 3 to 6 months
PCP	Physical exam, blood pressure, cholesterol, body mass index (BMI)	Annually
Ophthalmologist or optometrist (eye doctor)	Eye tests for retinopathy, cataracts, glaucoma	Annually
Dentist	Cleaning of teeth and gums, dental examinations for gum disease	Every 6 months
Podiatrist	Foot exam	Twice yearly

There are simple steps you can take to avoid diabetes complications:

- Take your medications as prescribed by your doctor.
- Keep your blood sugar as close to normal as possible.
- Follow a balanced diet.
- Avoid smoking and avoid or limit alcohol intake.
 - If you do smoke and are ready to quit, you can contact NJ Quitline for free counseling at **1-866-657-8677 (TTY 711)**.
- Aim for 30 minutes of physical activity each day.



Routine diabetes checkups are a covered benefit, at no cost to you.

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



BabyGEMS for pregnant women and new mothers



You can use the free BabyGEMS app to track your baby's health through every stage of your pregnancy and after birth. With BabyGEMS you can get access to the Mom's GEMS Prenatal Program, view health milestones for you and your baby, find answers to common pregnancy questions and much more. To download the BabyGEMS app, text **GEMS** to **1-855-553-0461**.

Emergencies: what to know and when to go to the Emergency Room (ER)



Unexpected illness or injury can happen at any time, making it an emergency situation. Determining whether or not it is a **true medical emergency** is up to you. A **true medical emergency** is a severe illness or injury that could put the person's life (or in the case of a pregnant woman, the life of an unborn baby) or health in serious danger if it does not get medical attention right away. If a true emergency exists, go to the nearest ER or call **911**. If you have a medical problem that is not life-threatening, you can call your doctor to get care.

When to go to the ER or call 911:

- Difficulty breathing, moving or speaking
- Chest pain
- Broken bones
- Bleeding that does not stop
- Coughing or vomiting blood
- Sudden or severe pain
- Feelings or thoughts you might hurt yourself or others
- Fainting, sudden weakness or dizziness
- Severe allergic reaction

If you are pregnant and in labor, follow your Ob/Gyn's instructions on what to do.

When to call your doctor:

- Coughs and colds
- Mild fever
- Earrache
- Headache
- Vomiting, diarrhea or upset stomach
- Cuts or bruises
- Minor burns
- Minor injuries, aches or pains

If you have a medical problem and are not able to see your provider soon enough, you can go to an urgent care clinic. If you have any questions, contact Member Services at **1-800-682-9090 (TTY 711)**, 24 hours a day, seven days a week.

Updates to the Internal Appeal process

Horizon NJ Health has a process for members who ask us to review and change our decision if we have denied or reduced services. This is called an Internal Appeal. Members can now ask for a faster review time. If you or your treating provider believe the 30 calendar-day decision timeframe is too long and could harm your health, you can call us and ask for an expedited, or fast appeal.

During a fast appeal, Horizon NJ Health will decide your Internal Appeal within 72 hours of receiving it. You may ask for a fast appeal:

- If you are an inpatient in a facility,
- If the care you received was for an urgent or emergency health concern, OR
- It is medically necessary and taking 30 calendar days to decide the appeal could seriously harm you in some way.



To ask for a fast appeal, please call **1-800-682-9094 x89606** (TTY **711**), Monday through Friday, 8:30 a.m. to 5 p.m., ET.

Reminder: register to use online member support



Horizon NJ Health's online member support makes it easy for you to stay better connected with us and get the information you need to take care of your health.

With online member support, you can:

- Change your PCP
- View or request a new member ID card

- Get important plan information
- And much more

If you haven't registered yet, you can simply visit **horizonNJhealth.com** and select *Member Sign In*.

How we use and protect your private information



Horizon NJ Health is required to notify members of the availability of our Notice of Privacy Practices, which can be found at **horizonNJhealth.com/privacy-policy**.

This Notice has important information about how Horizon NJ Health uses, discloses and protects member information, as well as rights that members have regarding their protected health information (PHI).

Horizon NJ Health complies with applicable federal civil rights laws and does not discriminate 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.

Notice of Nondiscrimination

Horizon NJ Health complies with applicable Federal civil rights laws and does not discriminate against nor does it exclude people or treat them differently on the basis of race, color, gender, national origin, age, disability, pregnancy, gender identity, sex, sexual orientation or health status in the administration of the plan, including enrollment and benefit determinations. Horizon NJ Health provides free aids and services to people with disabilities (e.g. qualified language interpreters and information in other formats) and to those whose primary language is not English (e.g. information in other languages) to communicate effectively with us.

Contacting Member Services

Call Member Services at **1-844-498-9393 (TTY 711)** or the phone number on the back of your member ID card, if you need the free aids and services noted above and for **all other Member Services issues**.

Filing a Section 1557 Grievance

If you believe that Horizon NJ Health has failed to provide the free communication aids and services or discriminated against you for one of the reasons described above, you can file a discrimination complaint also known as a Section 1557 Grievance. Horizon NJ Health's Civil Rights Coordinator can be reached by calling the Member Services number on the back of your member ID card or by writing to:

**Horizon NJ Health
Civil Rights Coordinator
PO Box 10194
Newark, NJ 07101**

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights Complaint Portal, online at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail at **U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201** or by phone at **1-800-368-1019** or **1-800-537-7697 (TDD)**. OCR Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.

Language assistance

Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-844-498-9393 (TTY 711)**.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-844-498-9393 (TTY 711)**。

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.

1-844-498-9393 (TTY 711) 번으로 전화해 주십시오.

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-844-498-9393 (TTY 711)**.

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-844-498-9393 (TTY 711)**.

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer **1-844-498-9393 (TTY 711)**.

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-844-498-9393 (TTY 711)**.

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-844-498-9393** (رقم هاتف الصم والبكم 711).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-844-498-9393 (TTY 711)**.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-844-498-9393 (телетайп 711)**.

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-844-498-9393 (TTY 711)**.

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं।

1-844-498-9393 (TTY 711) पर कॉल करें।

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-844-498-9393 (TTY 711)**.

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-844-498-9393 (ATS 711)**.

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں **1-844-498-9393 (TTY 711)**.

Blue Notes

Member Services **1-800-682-9090** (TTY **711**) 24 hours a day, seven days a week. horizonNJhealth.com

BLUE NOTES is published for members of Horizon NJ Health, 1700 American Blvd., Pennington, NJ 08534. Information in BLUE 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 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 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 and Blue Shield Association.

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Horizon NJ Health has joined active users on Facebook® with our own corporate page, facebook.com/HorizonNJH



You can stay up-to-date with the latest company news and health and wellness information. Follow us on Twitter,™ twitter.com/HorizonNJHealth.