

Blue Notes

Issue 3, 2021



In This Issue

Your health is important to us. That's why we're here to answer any questions you have about your coverage. Our Member Services Representatives know your benefits inside and out. Please call us at **1-800-682-9090** (TTY **711**). We're here to help you achieve your best health.

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It's Time for Your Flu Shot



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

You can get a flu shot at your doctor's office or local, participating pharmacy. Visit horizonNJhealth.com/findadoctor to find a pharmacy near you, or call Member Services at **1-800-682-9090** (TTY **711**), 24 hours a day, seven days a week.

Do You Need a Pneumonia Vaccine?

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

COVID-19 Vaccine

All Americans age 12 and older can get the COVID-19 vaccines.* It's your best protection against severe disease and hospitalization from COVID-19.

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

Vaccines for Homebound Members



If you're homebound, or have major difficulties leaving your home, you may be able to get your vaccines at home. Reach out to your Primary Care Provider (PCP). If you need additional care coordination, please call your Care Manager or Member Services. If you don't know who your Care Manager is, please call **1-800-682-9094 x89634** (TTY **711**).



Breast Cancer Screening Can Save Your Life



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

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

Routine mammograms are covered at no cost to you.



1 in 8 women will develop breast cancer in their lifetime

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



Don't put off Your Colorectal Cancer Screening



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

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

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

Source: [American Cancer Society](#)

Annual Privacy Notice



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

To request a printed copy of our Notice of Privacy Practices, call Member Services at **1-800-682-9090** (TTY **711**).



Horizon Neighbors in Health is Here to Help You



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

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

How it Works

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

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

How can We Help You?

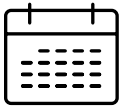
Everyone needs a helping hand sometimes, and Horizon Neighbors in Health is here for you. If you're interested, please email HorizonNeighborsInHealth@HorizonBlue.com.

Do You Want to get Your High School Diploma?

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



Have You Scheduled Your Diabetes Screenings?



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

Ask your doctor about these important screenings:

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

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



We want you to be able to get the care you need, when you need it. That's why you don't need a referral to see in-network specialists. To find an in-network specialist, please visit horizonNJhealth.com/findadoctor or call Member Services at **1-800-682-9090 (TTY 711)**, 24 hours a day, seven days a week.



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



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

Here's what's new for 2022:

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

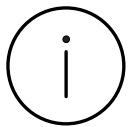
You also get these extra benefits at no cost to you:

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

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



Understanding COPD



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

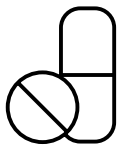
Symptoms of COPD include:

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

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

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

New Generic Drugs



We encourage using generic drugs before using brand name drugs, when appropriate. 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 medicines are currently on the market or expected to be on the market within the next three (3) months.

Generic Name	Brand Name
D	T
TBD	

Care Management Can Help You Manage Your Condition



Our Care Management program has a team of nurses and social workers who help with chronic conditions, so you can get the care and services you need.

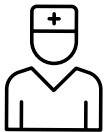
Our Care Managers will:

- Help you coordinate services with your doctors, pharmacies and home care agencies
- Schedule doctor's appointments, transportation and translation services
- Provide education on managing your condition
- Answer any questions you have about your health or benefits
- Give you resources for housing, behavioral health services, food, finance and education

Our Care Management program is free and voluntary and it's available for both adults and children. For more information or to enroll, call **1-800-682-9094 x89634 (TTY 711)**, weekdays, 8 a.m. to 5 p.m., ET.



Is Complex Case Management Right for You?



If you have a serious medical condition or you are at risk for a hospital admission, our Complex Case Management team can help.

Our Case Managers will:

- Work closely with you to educate you about your condition
- Coordinate services with your PCP, specialist and any home services you need when you leave the hospital

During your first 30 days at home, our Case Managers will:

- Teach you about the signs and symptoms of your condition
- Discuss how to avoid a repeat Emergency Room or inpatient hospital stay
- Coordinate and manage your care by working with you, your family and other providers
- Help you coordinate follow-up care, community resources and/or behavioral health services
- Create a care plan based on your needs and goals

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

Health Insurance Fraud: How to Identify and Prevent It



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

Common types of health insurance fraud schemes:

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

What you can do:

ALWAYS

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

NEVER

- Give your health insurance ID card number to anyone except your doctor, clinic, hospital or other health care provider.
- Give your health insurance ID card number to anyone who calls you without you asking and offers you free goods or services, like durable medical equipment or medicine.
- Let anyone borrow or use your health insurance ID card or number.
- Ask your doctor or health care provider for treatment or care you do not need.
- Sign your name to a blank form.
- Share your medical records or medical information with anyone except your doctor, clinic, hospital or other health care provider.

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

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

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



Are You Depressed? Know When to Get Help.



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

Symptoms of depression:

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

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

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



Does Your Child Need a Lead Test?



Lead poisoning is dangerous, and children ages 6 years and under are most at risk for long-term effects. Children who have high lead levels may not look or feel sick, but it could be damaging their health. Getting your child tested for lead can help them grow up healthy.

When children should get a blood lead test:

- At 12 months (1 year) and again at 24 months (2 years)
- Right away if your child is between 2 and 6 years old and has never been tested

Lead poisoning is 100% preventable, but if left undetected, it can cause:

- Behavior and learning problems
- Brain damage
- Anemia
- Slow growth and development
- Hearing problems
- Seizures, coma and even death (at very high lead levels)

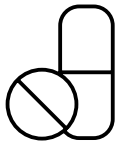
Talk to your child's doctor today about lead screening and to schedule an appointment. For questions about lead testing, call Horizon *Healthy Journey* at **1-844-754-2451** (TTY 711), weekdays, from 8:30 a.m. to 5 p.m., ET.

Need a ride?

For help with transportation to and from your appointment, please call ModivCare at **1-866-527-9933** (TTY **1-866-288-3133**) to make a reservation, or visit [modivcare.com](https://www.modivcare.com).



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



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

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

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

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

Source: U.S. Food and Drug Administration

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

What You Should Know About Opioids



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

If Your Doctor Prescribes an Opioid:

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

What can be Used for Pain Other Than Opioids?

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

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

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

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

Sources:

[CDC](#)

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



5 Ways to Stay Healthy During and After Pregnancy



If you're pregnant or recently had a baby, congratulations! This is an exciting time, but also an important time to prioritize your health.

1. Enroll in our Mom's GEMS (Getting Early Maternity Services) program

- The Mom's GEMS Care Management team can help you get the right prenatal care and answer your questions.
- To enroll, call Member Services at **1-800-682-9094 (TTY 711)** and ask for the Mom's GEMS Care Manager, or sign up when you log in at horizonNJhealth.com.

2. Visit your Ob/Gyn for regular visits:

- At least once during the first two months, or once you know you're pregnant
- Every four weeks during the first six months
- Every two weeks during the seventh and eighth month
- Every week during the last month

3. Stay up to date with your dental cleanings

- Gums can be swollen and inflamed during pregnancy.
- Ask your dentist if you need cleanings more often.

4. Visit your Ob/Gyn for a postpartum visit

- Schedule a visit anytime from three to six weeks after your baby's birth.
- If you had a C-section, you'll need to see your doctor to have your incision checked one week after your baby's birth.

5. Keep an eye on your mental health

- Some new mothers experience feelings of sadness, anxiety or overwhelming emotions.
- Talk to your doctor if these feelings last for more than two weeks.



Access to Your Plan Information Anytime

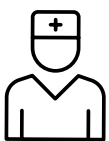


Once you register at horizonNJhealth.com, you get 24/7 access to your plan information.

Sign in to:

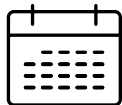
- Change your PCP
- Enroll in a Disease Management program
- Request a new member ID card
- And much more!

Information on Leaving a Nursing Facility



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

What to Know About Scheduling Your Appointments



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

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

When you arrive for your doctor's office, your doctor should see you within 45 minutes. If you have any issues with getting an appointment according to these guidelines, please call Member Services at **1-800-682-9090** (TTY **711**).



Horizon NJ Health
1700 American Blvd.
Pennington, NJ 08534



If you lose eligibility for a program or service that has been helpful to you, Horizon NJ Health will provide information or alternative resources so your care is not interrupted. Please call Member Services at **1-800-682-9090 (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.

Blue Notes

For a printed copy of this newsletter, please call Member Services at **1-800-682-9090 (TTY 711)**.

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 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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