

Blue Notes

Your updated member materials are available
Review your most current plan information and Member Handbook



Your health and wellness are important. That's why we're here to help you get the most out of your benefits, so you can get and stay healthy. If you have any questions about what's covered or how to get care, our Member Services Representatives are available 24 hours a day, seven days a week. Just call us at **1-800-682-9090** (TTY **711**).

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Get to Know Your Benefits

Your 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 Member Handbook at horizonNJhealth.com/handbooks. If you would like a printed handbook mailed to you, please call Member Services at **1-800-682-9090 (TTY 711)**, 24 hours a day, seven days a week.



You Matter: Speak up for Your Health



It's not always easy to be in charge. But when it comes to your health, speaking up and taking control of your care is important. This is especially true for women who may be pregnant.

If you're pregnant or thinking about becoming pregnant, talk to your doctor about:

- Changes you may be experiencing
- Questions you have about childbirth
- Planning care for you and your baby after you give birth
- Any chronic health conditions you have
- Your health history
- Your mental and emotional health

You Know Your Body Best

Pay attention to how you're feeling and talk to your doctor about anything that doesn't feel right. And, if you have a headache that doesn't go away, dizziness, a fever of 100.4° F or higher, or trouble breathing, get help immediately.

We want you to have the high quality care you deserve. That's why we're working with our in-network doctors to end the health care disparities related to race, remove social barriers to care and improve maternal health.

Need Help Finding A Doctor?

Visit horizonNJhealth.com/findadoctor or call **1-800-682-9090 (TTY 711)** to find a doctor near you.

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

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

Help prevent bedsores

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

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:

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

If you have signs of CHF, talk to your doctor. Treatment is available, including medicines, 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://www.cdc.gov/heartdisease/heart_failure.htm)



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:

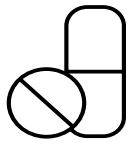
- Work with you one-on-one to understand your situation and remove the barriers between you and this goal
- Connect you to groups in your area to help you study
- Coach you over the phone to help you stay on track
- Pay the pre-test and test fees (up to three attempts)

To qualify, you must:

- Be a current member of Horizon NJ Health
- Have a valid photo identification card, such as driver's license or state ID
- Be 18 years of age or older
- Not have a high school diploma or an equivalent diploma
- 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., Eastern Time (ET), or email EducationWorks@HorizonBlue.com.

Our Prescription Drug Listing is Changing



You can find the most up-to-date formulary listing at 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)	
Covered	Infliximab	
Covered	Remicade (infliximab)	
Covered	Welireg (belzutifan)	
Covered	Livmarli (maralixibat)	
Covered	Relpax (eletriptan)	
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	Colchicine tablets
Not Covered	Minocycline tablets	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 list below has generic medicine that 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.



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?

- Age
- Race
- Family history
- Obesity

Source: American Cancer Society. *Prostate Cancer*. Retrieved on **May 2, 2022** from cancer.org/cancer/prostate-cancer.

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 all available treatment options with you, even if your plan doesn't cover it.

If you or your doctor needs to request prior authorization, please call **1-800-682-9090** (TTY **711**), weekdays, from 8 a.m. to 5 p.m., ET.



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:

- Get regular physical activity
- Eat a balanced diet and limit salt intake
- Maintain a healthy weight
- Reduce or avoid alcohol intake
- Do not smoke

Talk to your doctor about how you can maintain healthy blood pressure. Controlling your blood pressure protects 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).

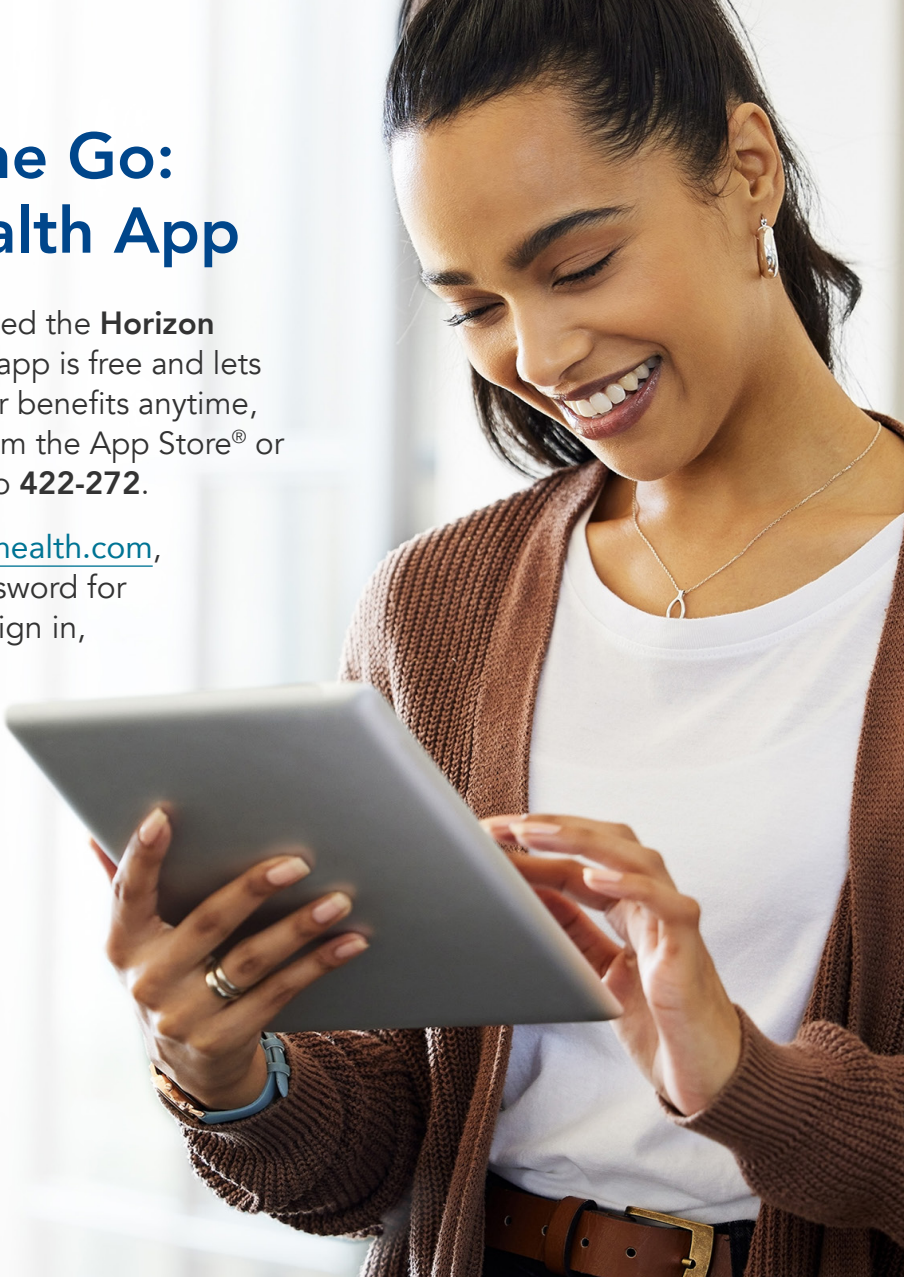
Get Your Care on the Go: The Horizon NJ Health App



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, 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 near you
- See what's covered under your plan
- Change your PCP
- 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:

- You must have current coverage with Horizon NJ Health.
- The doctor must be a provider in Horizon NJ Health's network.
- 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., ET. After regular business hours, you can ask your doctor to call Member Services at **1-800-682-9090 (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.

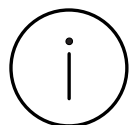
And you'll get these extra benefits:

- Up to \$1,000 (\$250 every three months) as a credit to spend on items from our Over-the-Counter (OTC) Benefit Catalog
- Another \$1,560 annually (\$390 every three months) on an OTC Benefit Card to spend on eligible OTC items at participating retailers
- 24/7 online doctor and therapist visits in your home (telemedicine) 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!

Want to know more? Call **1-888-328-4542 (TTY 711)**, 24 hours a day, seven days a week, or visit HorizonBlue.com/TotalCare.



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.

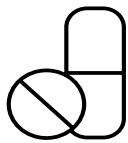
Your Rights

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.



Taking ADHD Medicine During Summer Vacation



If your child takes medicine for Attention-Deficit/Hyperactivity Disorder (ADHD), you may be wondering if they need to take their medicine if they aren't in school. The answer is, it depends. It's important to talk to your child's doctor before making any changes to how a prescription medicine is taken.

Taking a prescribed ADHD medicine has many benefits. Medicines often help children with their listening and social skills. Some children have mood swings when off their medicine, which can lead to angry outbursts or refusal to follow adult directions. ADHD medicines may also help improve a child's decision-making. Your child may be attending camp or summer school where they need to apply the same skills that they would during the school year.

If you have questions about your child taking their ADHD medicine during their summer vacation, talk to your child's doctor about:

- Your child's summer plans
- How your child does when they have downtime
- The benefits versus the risks of stopping their medicine
- If stopping the medicine makes it more or less effective
- If your child has any side effects from the medicine
- Other behaviors or symptoms that the medicine helps
- If a different dose of the same medicine may be better during this time
- If the medicine is stopped, when your child should restart it in order to have a successful start to the school year



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 support you 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.

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, there are food banks throughout New Jersey that can provide food at no cost. To find food banks near you, please visit cfbnj.org, foodpantries.org or freefood.org.

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.

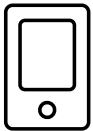
Please call **1-888-280-6055** (TTY 711) to connect with one of New Jersey's dementia experts. There are English- and Spanish-speaking support groups available to help you.

Other online resources include:

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

- Talk and text
- Calls to Canada and Mexico
- 25 GB of data and 5 GB of hotspot

To see if you're eligible for LifeLine or ACP, apply at safelink.com or call **1-877-631-2550** (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 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 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 provider. 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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