

# Blue Notes

Issue 1, 2023





Thank you for being a Horizon NJ Health member. Your health is important to us, and we're here to answer any questions you have about your coverage. Our Member Services Representatives know your benefits inside and out. Call us at **1-800-682-9090** (TTY **711**), 24 hours a day, seven days a week.



## Remember to Renew Your Benefits

We're here to help you renew your NJ FamilyCare/Medicaid eligibility. If you have questions, call us at **1-800-682-9090** (TTY **711**), 24 hours a day, seven days a week.

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# 6 Tips to Get the Most From Your Plan

## 1. Schedule your preventive care visits and health screenings.

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

## 2. Let us help you schedule your appointments.

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

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

## 3. Build a relationship with your Primary Care Provider (PCP).

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

- Listen carefully to your health concerns
- Help you find a specialist, including behavioral health providers
- Explain things clearly in a way you can understand
- Talk to you about any medicines you take

Your PCP's name is on your member ID card. To change your PCP, call Member Services at **1-800-682-9090** (TTY **711**).



## 4. Get the care you need with help from a Care Manager.

Our Care Managers can help you understand your benefits and coordinate your care, including:

- Managing conditions, such as diabetes or high blood pressure
- Arranging resources or services you may need

Care Managers are available weekdays, from 8 a.m. to 5 p.m., Eastern Time (ET). Please call **1-800-682-9090 x89634** (TTY **711**).

## 5. Access your benefits with our online tools.

Register and sign in at [horizonNJhealth.com](https://horizonNJhealth.com) or the **Horizon NJ Health app** to:

- View your covered benefits
- Enroll in a Disease Management program
- Request a new member ID card
- Change your PCP

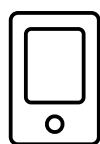
*(Continued on page 3)*

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

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

- **Nurse Chat:** Talk with a registered nurse or doctor online in real time. The nurse can connect you with a doctor for a video consult, if you need it. Visit [HorizonBlue.Pager.com](https://HorizonBlue.Pager.com) to get started.
- **24/7 NurseLine:** A registered nurse will give you reliable health information right away. Call **1-800-711-5952** (TTY 711).

## Get Your Test Results Faster



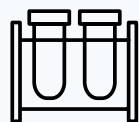
Waiting for test results from your provider can be stressful. Knowing what to expect can help. Most providers use patient portals to communicate test results, because you get your results faster than waiting for a phone call from your doctor. Patient portals give you real-time access to your medical information. You can:

- Receive and view test results
- Make appointments
- View and update your medical history and insurance information
- Ask your provider questions through secure email

If your doctor has a patient portal, take the time to register. You can also register for access to LabCorp's patient portal to get your lab test results. If you have trouble using your doctor's patient portal, ask a family member, caregiver or friend for help so you can stay informed.

Tell your doctor if you do not have access to a computer. Give the office your current contact information, including the best phone number to reach you. If you want a paper copy of your test results, ask to pick it up or have your results mailed to you. Let them know that you'd like to know about your test results whether they are positive or negative.

Your doctor wants to provide the best care possible and is doing everything they can to get your test results to you in a timely manner.



**Reminder:** LabCorp is your laboratory services provider. To find a location near you, visit [horizonNJhealth.com/findadoctor](https://horizonNJhealth.com/findadoctor).







## Schedule Your Annual Wellness Visit



The beginning of the year is a great time to schedule your annual wellness visit. Regular visits with your PCP can help find issues or illnesses early on, when they are easier to treat. During this visit, talk to your PCP about:

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

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

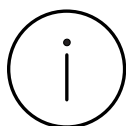
## Did You Get Your Flu Vaccine?



If you have not gotten your flu vaccine, there's still time. Don't miss your shot to beat the flu. The flu vaccine prevents millions of illnesses and flu-related doctor's visits each year. It can also reduce the risk of hospitalization if you get the flu.



## We Can Help You Quit Smoking or Vaping

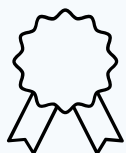


When you decide to quit smoking or vaping, you take a major step to improve your health. Quitting will lower your risk of heart disease, cancer and other serious health issues.

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

NJ Quitline counselors are also available. Call **1-866-NJ-STOPS (1-866-657-8677)** (TTY **711**), weekdays, 8 a.m. to 9 p.m. (except holidays), Saturdays, 8 a.m. to 7 p.m., and Sundays, 9 a.m. to 5 p.m., ET or visit [njquitline.org](http://njquitline.org).

## Our Commitment to Quality

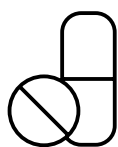


We want to make sure that the care and services you get are appropriate, necessary and properly administered. That's why we have a Quality Improvement (QI) Program that works to improve the quality of care and services provided to our members.

Our QI Program monitors areas that affect the care our members receive, such as access to care, preventive screenings and member satisfaction. For more information about this program and its progress toward goals, please call **1-844-754-2451** (TTY **711**) or visit [horizonNJhealth.com/quality](http://horizonNJhealth.com/quality).



# Our Prescription Drug List 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 April 10, 2023)	Brand (Generic) Drug Name	Alternatives (if applicable)
Covered	Latuda (lurasidone)	
Covered	Aubagio (teriflunomide)	
Covered	Vigamox (moxifloxacin)	
Covered	Alymsys (bevacizumab-maly)	
Covered	Hyftor (sirolimus)	
Covered	Byooviz (ranibizumab-nuna)	
Covered	Cimerli (ranibizumab-eqrn)	
Not Covered	Fioricet/codeine (butalbital-acetaminophen-caffeine with codeine) 50-300-40-30mg capsule	Fioricet/codeine (butalbital-acetaminophen-caffeine with codeine) 50-325-40-30mg capsule
Not Covered	Lucentis (ranibizumab)	Cimerli, Byooviz
Not Covered	Eylea (afibercept)	Cimerli, Byooviz

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

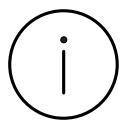
Generic medicines are the same as brand name medicines in quality, strength, purity and stability, as required by the U.S. Food and Drug Administration.

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
lurasidone	Latuda
fingolimod	Gilenya



## 6 Ways to Prevent Falls



Falls are common – especially in older adults and people with a chronic health condition. There are easy steps you can take to prevent falls:

1. **Ask your doctor** what you can do to lower your chances of falling. They may recommend a vitamin D supplement to improve bone strength.
2. **Review your medicine side effects.** Tell your doctor if your medicine makes you dizzy or tired.
3. **Stay physically active** and try exercises that improve your balance.
4. **Get your eyes checked** at least once a year.
5. **Wear proper footwear** with non-skid soles.

**Check your home.** Remove clutter on floors. Secure things you can trip over like loose rugs and electrical cords. Make sure your home is well lit and add handrails in your bathroom, if needed. Watch out for pets underfoot.

## Important!

If you fall, tell your doctor right away, even if you are not hurt.



More than **1** out of **4** older adults **fall each year**, but less than half tell their doctor.

# 2x

Falling once **DOUBLES** your chances of **FALLING AGAIN.**



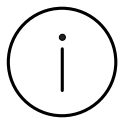
**1** out of **5** falls causes a **serious injury.**

**Source:** Centers for Disease Control and Prevention, Facts About Falls.  
Retrieved on **December 27, 2022** from [cdc.gov/falls/facts.html](https://www.cdc.gov/falls/facts.html).





## Seizures: How You Can Help



Anyone can have a seizure at any time. You can't do much to stop it, but you can help keep the person safe until the seizure is over.

### If someone is having a seizure:

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

### You should never:

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

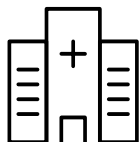
If you have seizures or care for someone who does, talk with your doctor. There may be other information you should know or medicine that can help.

**Source:** Centers for Disease Control and Prevention, *Seizure First Aid*.  
Retrieved on **December 27, 2022** from [cdc.gov/epilepsy/about/first-aid.htm](https://www.cdc.gov/epilepsy/about/first-aid.htm).





## What to do After an ER Visit

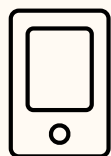


If you recently got care in an Emergency Room (ER) or were in the hospital for an illness or injury, you need to follow up with your doctor within seven days. This simple step can prevent another trip to the ER. Tell your doctor:

- About any tests that were done or tests you may still need
- If any medicine(s) was prescribed for you

If you're not able to call, ask a family member or friend to call for you. Many doctors offer telehealth visits, which makes it easier to get care. For help finding a doctor, visit [horizonNJhealth.com/findadoctor](https://horizonNJhealth.com/findadoctor) or call Member Services at **1-800-682-9090 (TTY 711)**, 24 hours a day, seven days a week.

## Member Rights and Responsibilities



As a Horizon NJ Health member, you have rights and responsibilities. Your member rights and responsibilities are in your Member Handbook and at [horizonNJhealth.com/memberrights](https://horizonNJhealth.com/memberrights).







## How a Community Doula Can Help During Pregnancy



With your Horizon NJ Health benefits, you are covered for community doula services. Community doula services include prenatal visits, labor and delivery support, and postpartum visits.

A community doula provides physical, emotional and informational support during the weeks right before and after birth and has received training in accessing New Jersey's community-based resources.

Learn more about [how a doula can help during pregnancy](#).

For more information about the levels of care for doula services, please call Member Services at **1-800-682-9090 (TTY 711)**.

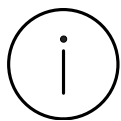
## Talk to Your Doctor About Birth Control Options



For the best health outcomes for both a mother and her baby, experts recommend waiting at least 18 months between pregnancies. If you are trying to prevent pregnancy after giving birth, talk to your doctor about your birth control options. Long-acting reversible contraception (LARC) is a highly effective and easy-to-use option that can last for years at a time. Types of LARC include an intrauterine device (IUD) and contraceptive implant. If you have questions about which types of birth control are covered, please call Member Services at **1-800-682-9090 (TTY 711)**.



## Aspiration Pneumonia: What You Should Know



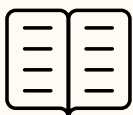
Aspiration pneumonia happens when food, saliva, liquids or vomit are breathed into the lungs instead of swallowed into the stomach. Swallowing can be difficult for older adults, stroke survivors and people with Parkinson's disease, dementia, multiple sclerosis or cerebral palsy. When this happens, you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

### Use These Tips to Help Prevent Aspiration Pneumonia:

- Eat slowly and take small bites.
- Sit upright when eating or drinking.
- Stay in a upright position for at least 30 minutes to an hour after eating.
- Alternate solid and liquid foods, and rest between mouthfuls.
- Avoid medicines that may cause drowsiness, which can increase difficulties with swallowing and coughing.
- Practice good oral hygiene, especially after eating, to remove leftover food debris and prevent a buildup of bacteria in the mouth.

Tell your doctor about any difficulties with swallowing.

## Your Member Handbook: Where to Find It



Your Member Handbook has all the information about your benefits and how your plan works. It can be viewed at [horizonNJhealth.com/handbooks](https://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.



# Get the Most From Your Behavioral Health Services



Just like any other medical condition, many behavioral health conditions such as Attention-Deficit/Hyperactivity Disorder (ADHD), depression or mood disorders require prescription medicine. Some people may need to take medicine for several months or even for the rest of their lives to manage their symptoms. Not taking your medicine as directed can lead to serious problems, including:

- Increased risk of hospitalization
- Relationship problems
- Issues at work or school
- Lack of progress in treatment
- Developing other conditions related to your diagnosis

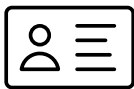
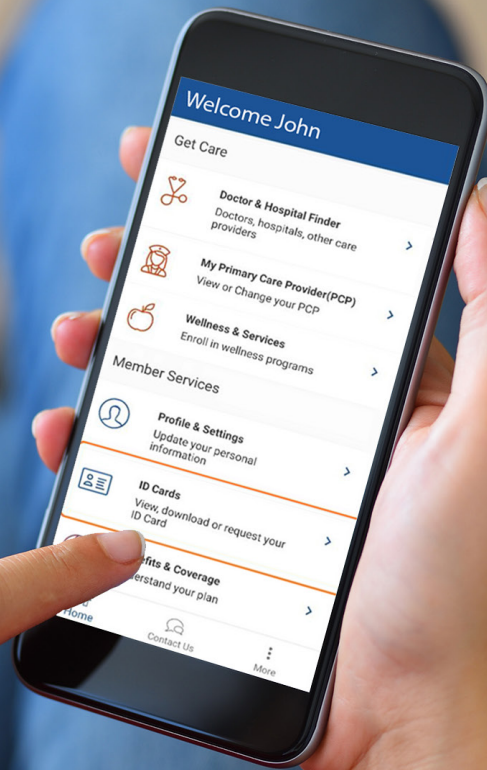
Your prescriber may also recommend behavioral health counseling. Counseling can help you cope with stress, increase self-esteem and deal with your symptoms. Keeping regularly scheduled appointments with your behavioral health providers helps monitor your success. To get the most out of your care, it's important to be open and honest with your providers and follow your treatment plan.



## Use These Tips for Successful Treatment:

- Set a daily alarm on your watch, clock or phone to remind you to take your medicine.
- Pay attention to how many refills are left on your medicine and make an appointment with your prescriber to get a new prescription before you run out.
- Sign up for auto-refills if your pharmacy offers them.
- Use home delivery or mail-order pharmacy, especially if transportation is a challenge.
- Take your medicine as part of a daily routine, such as after brushing your teeth or with your afternoon snack.
- Keep your scheduled appointments and reschedule canceled appointments as soon as possible.
- Follow up with your provider with any questions or concerns regarding your treatment.
- Make healthy lifestyle changes, such as getting regular exercise, good nutrition and enough sleep.
- Follow through with any assignments between counseling sessions to practice what you've learned.

# Your Member ID Card is Your Key to Getting Care



Your Horizon NJ Health member ID card was mailed to you when you became a member. Always carry it with you and show it every time you see your doctors and dentist, fill your prescriptions, get lab work done or go to the ER.

## Your member ID card shows your:

- Member ID number
- Plan type
- PCP's name and phone number
- Copays, if you have any

**Go Digital.** Use the **Horizon NJ Health app** or sign in to [horizonNJhealth.com](https://horizonNJhealth.com), to view and download your member ID card, or to request a new card be sent to you. You can also call Member Services at **1-800-682-9090 (TTY 711)** to request a new card.

## Don't Have the Horizon NJ Health App Yet?



Download it from the App Store® or Google Play™, or text **NJHLTH** to **422-272**. If you're already registered at [horizonNJhealth.com](https://horizonNJhealth.com), you can use the same username and password for the **Horizon NJ Health app**. If you're a new user, follow the steps to get started.





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



If you're eligible for both 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 \$1,600 per year (\$400 every quarter) on a Horizon EXTRA Benefits Card to use on select OTC items
- Up to \$1,080 per year (\$270 every quarter) on a Horizon EXTRA Benefits Card to order from the OTC Benefit Catalog
- Home delivery of meals for up to 14 days after a qualifying hospital stay
- 24/7 online doctor and therapist visits (telehealth) from home using your phone, tablet or computer
- Fitness and exercise programs
- A dedicated Care Manager to coordinate your health care needs
- And more!

To learn more and to see if you're eligible, call **1-888-328-4542** (TTY 711), 24 hours a day, seven days a week, or visit [HorizonBlue.com/TotalCare](https://HorizonBlue.com/TotalCare).

## Reminder: No Referrals Needed to Get Care!



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



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 other 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).

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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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