

FOCUS on Health

Issue 2, 2023



A magazine for Horizon NJ TotalCare (HMO D-SNP) members



Thank you for being a member of Horizon NJ TotalCare (HMO D-SNP). We want to help you stay safe and well at home and can help set up any health care services you may need. Of course, if you have questions or need help, please reach out. Your Care Manager can help you. If you don't know how to reach your Care Manager, call Member Services at **1-800-543-5656 (TTY 711)**. We are available 24 hours a day, seven days a week.

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Health & Wellness

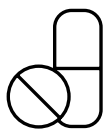
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Certain Medicines May Increase Your Risk for Heart Disease and Diabetes



If an antipsychotic medicine is part of your treatment plan, it is important to know that you may be at a higher risk for heart disease and diabetes. According to the Centers for Disease Control and Prevention, heart disease and diabetes are among the top 10 leading causes of death in the United States.

Antipsychotic medicines increase the risk of type 2 diabetes. Other risk factors for diabetes and heart disease include not seeing your doctor for regular visits, smoking and not getting exercise.

What you can do:

- ✓ Don't stop taking your antipsychotic medicines or change the way you take them without discussing it with your prescribing provider.
- ✓ Schedule a yearly cholesterol and glucose screening test and discuss the results with your provider. Scheduling these tests around your birthday every year is a good way to remember.
- ✓ If you must cancel an appointment, be sure to reschedule as soon as possible.
- ✓ Make sure your Primary Care Provider (PCP) is aware of other providers that you may see. Sign consent forms so they can collaborate and provide you with the best care.
- ✓ You can include a trusted person in your care and decision making by assigning them as a Personal Representative. Find more information here: horizonblue.com/behavioralhealth/find-resources-get-support/taking-care-your-mental-health/get-help-your-care

Source: Centers for Disease Control and Prevention, *Leading Causes of Death*. Retrieved **March 29, 2023** from cdc.gov/nchs/fastats/leading-causes-of-death.htm.



Make Your Mental Health a Priority



Did you know that your plan includes benefits related to mental health?

If you have a mental health condition or are seeking services to address mental health challenges or a Substance Use Disorder (SUD), you can work with a Behavioral Health Care Manager in addition to your Care Manager.

While your Care Manager helps coordinate care for your medical conditions and physical health, your Behavioral Health Care Manager is a mental health professional who helps coordinate care for your mental health.

The Behavioral Health Care Manager is part of your Horizon NJ TotalCare (HMO D-SNP) team and will work with you and your Care Manager to help you achieve your best health.



If you would like information about our Behavioral Health Care Management Program or need help finding a provider or service, call **1-888-621-5894** (TTY **711**), select option **2** and then select option **2** again, weekdays, 8 a.m. to 5 p.m., Eastern Time (ET).

You can work with your Behavioral Health Care Manager to:

- Develop a clear picture of your mental and social history and current symptoms
- Review and understand treatment options at all levels of care, including inpatient, outpatient, day programs and support groups
- Learn about community resources and services to help with food, housing, transportation, jobs and more
- Learn how to resolve issues with providers related to your treatment
- Help you understand your diagnosis and how your medicines work
- Create a crisis intervention plan that will help you address urgent mental health needs
- Manage your mental health conditions by learning healthy coping skills that promote emotional and mental wellness
- Increase your self-compassion and benefit from meaningful conversation about your mental health



Does Mental Health Impact Physical Health?



Your mental health can affect your mood and behavior. If you feel stressed, it can be harder for you to focus on your physical needs, like getting health care when you need it, taking medicine as prescribed, eating well or exercising.

Some conditions, like depression and anxiety, can even raise your risk for health problems, such as stroke, type 2 diabetes, chronic pain and heart disease.

Also, if you live with conditions that affect your physical health, you may have stress, chronic pain, worry and loneliness, which can make anxiety and depression worse. Connecting your mental health with your physical health improves the care you receive.

You and Your Doctor Are a Team

Always keep your health care professional up to date on your mental health. Just as it's important to tell your doctor that you have a physical health condition like diabetes or high blood pressure, it's also important to tell your doctor that you have a mental health concern. It can be as easy as saying, "I want to talk to you about how I've been feeling lately."

Patients who have strong relationships with their doctors and other health care professionals tend to be healthier and more satisfied with their care. Your doctor will work with you and/or your Behavioral Health provider(s) to support you.

If you have concerns, talk to your doctor right away. You can also call your Care Manager if you would like to work with a Behavioral Health Care Manager. Asking for help can be hard, but you are not alone. Help is available.

For more information, or if you need help finding a Behavioral Health provider, call **1-800-543-5656** (TTY **711**) or visit horizonNJhealth.com/findadoctor.

Early Detection Can Save Lives



Colorectal cancer, also called colon cancer, is the fourth most common cancer diagnosed in the United States, excluding skin cancer. It is also the fourth leading cause of cancer-related deaths in both men and women.

Symptoms of Colorectal Cancer

- Changes in bowel habits
- Blood in or on your stool
- Diarrhea or constipation
- Feeling that the bowels do not empty all the way
- Unexplained weight loss
- Abdominal pain, aches or cramps that don't go away

There may not be any symptoms, especially at first. That is why regular screenings for colorectal cancer are so important.

Risk Factors

- Age
- Having inflammatory bowel disease
- Personal or family history of colorectal cancer

Getting regular physical activity and keeping a healthy weight may help lower your risk.

The best way to reduce your risk is to get screened for colorectal cancer routinely, beginning at age 45.

Screening	Description	How often?
Fecal Occult Blood Test (FOBT) -OR- FIT-DNA Test or Stool DNA Test	FOBT: A lab test that looks for blood in a stool sample FIT: A lab test that checks for DNA changes and blood in the stool sample	FOBT: Yearly FIT: Every 1 to 3 years
Flexible Sigmoidoscopy	A procedure that uses a tiny camera on a thin tube to view the rectum and lower third of the colon to check for signs of cancer	Every 5 years
Colonoscopy	Similar to a flexible sigmoidoscopy, but uses a longer tube to view the entire colon	Every 10 years (if no polyps are found)
CT Colonography	A CT scanner is used to take images of the colon	Every 5 years

Sources: Centers for Disease Control and Prevention, *Colorectal (Colon) Cancer*. Retrieved on **March 28, 2023** from cdc.gov/cancer/colorectal; American Cancer Society, *Colorectal Cancer*. Retrieved on **March 28, 2023** from cancer.org/cancer/colon-rectal-cancer.html.



Schedule Your Diabetes Screenings



Diabetes can have serious effects on your health over time. Uncontrolled diabetes can cause issues with your heart, blood vessels, nerves, eyes and kidneys. It is important to stay up to date with your diabetes screenings so you can avoid issues.

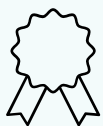
Ask Your Doctor About These Important Screenings

Test	What It Does	How Often You Need It
Hemoglobin A1c	Measures blood sugar control over the last 3 months	Every 3 to 6 months
Kidney Function Test	Checks for protein in urine to see how well the kidneys are working	Once a year
Diabetic Retinal Eye Exam	Looks for damage to the eye caused by high blood sugar - different than a routine eye exam	Once a year
Foot Exam	Tests for nerve damage	Every 6 months
Dental Exam	Cleaning and exam to reduce your risk for gum disease	Every 6 months
Blood Pressure Check	Checks the pressure of blood pushing against the walls of your arteries	Ask your doctor how often
Cholesterol Check	Measures the amount of fat in your blood with a test called a "lipid profile"	Once a year

Source: Centers for Disease Control and Prevention, *Your Diabetes Care Schedule*. Retrieved on **March 28, 2023** from cdc.gov/diabetes/managing/care-schedule.html.

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Schedule Your Diabetes Screenings *(Continued)*



Don't Forget Your Rewards

Earn \$50 through the Horizon *Healthy Journey* Rewards Program when you complete your colorectal cancer and diabetes screenings. To get your reward, visit HorizonExtraBenefits.com. If you haven't already done so, activate your card, then fill out and submit a Health Screening Attestation Form. Once your screening is confirmed, your reward will be loaded onto your Horizon EXTRA Benefits Card.

For questions about the funds loaded on your Horizon EXTRA Benefits Card, call **1-800-480-6598 (TTY 711)**, weekdays, 8 a.m. to 8 p.m., ET. If you have any questions about the Horizon *Healthy Journey* Rewards Program, call **1-844-754-2451 (TTY 711)**, weekdays, 8:30 a.m. to 5 p.m., ET.

Get the Right Care in the Right Place



When you have an illness or injury, how do you decide between your doctor's office, an urgent care facility or an Emergency Room (ER) for treatment? Making the right choice about where to get care can save time, money and even your life.



When to Use Your PCP, Urgent Care Center or the ER for Treatment

Your PCP: The first to call when you are sick and it is not an emergency

Urgent Care Center: When your PCP may not be available, especially during off hours like nights and weekends

ER: Emergency care for sudden serious or life-threatening sicknesses or injuries

We encourage you to choose the right place to get care. We have in-network [doctors, urgent care centers, other health care professionals, laboratories and hospitals](#) throughout New Jersey.

[Featured Video](#)



Were You Recently Hospitalized?

Connecting With Your Care Manager After a Hospital Visit

If you were hospitalized or visited an ER or urgent care center for an illness or injury, you may be at risk for complications. Call your Care Manager right away, or ask a friend or family member to call for you.

Your Care Manager can help you coordinate your care, including:

- Transitioning to your home or other facility
- Arranging services and support
- Managing your medicine
- Scheduling follow-up appointments

We are here to support you and help you stay as healthy as possible. To reach your Care Manager, call **1-888-621-5894** (TTY **711**), weekdays, 8 a.m. to 5 p.m., ET. Select option **2** and then select option **2** again.

Keeping You Well at Home

Our Care Management team has a program that lets us know each time you have a hospital stay. You can expect to hear from your Care Manager during your hospital visit, and after your discharge as a follow up to make sure you are doing well. Your Care Manager is trained to help you manage health conditions such as diabetes, hypertension (high blood pressure), congestive heart failure, chronic obstructive pulmonary disease, end-stage renal disease and more. Our goal is to keep you well and safe at home.



Important Next Steps

- Call your PCP for a follow-up visit within seven days of discharge. If you're unable to call, ask a friend or family member to call for you. Remember, your Care Manager can also help set up an appointment and arrange transportation.
- Bring a list of all medicines you were prescribed in the hospital. Bring any information related to your hospitalization, like the hospital name, and testing, procedures and treatments done, to your follow-up visit.
- Your PCP can help you coordinate any follow-up care.

Finding an In-Network Provider Near You



Horizon NJ TotalCare (HMO D-SNP) has a large network of participating doctors, specialists, other health care professionals, laboratories and hospitals.

Here's how to find an in-network provider:

- Visit horizonnjhealth.com/findadoctor, select the type of care you are looking for and select "Horizon NJ TotalCare (HMO D-SNP)" as your plan.
- Search for a doctor by type of doctor (PCP or specialist, etc.), ZIP code, a doctor's last name or group or hospital affiliation (many doctors are part of one or more group practices).
- Call Horizon NJ TotalCare (HMO D-SNP) Member Services at **1-800-543-5656 (TTY 711)** or your Care Manager at **1-888-621-5894 (TTY 711)**, select option **2**, weekdays, 8 a.m. to 5 p.m., ET.



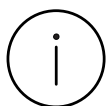
Your Satisfaction Matters



Managing your health can sometimes be tough, especially while you handle day-to-day challenges. Your Care Manager can help. As part of your plan, Care Managers coordinate care, help navigate your benefits, and let you know about community resources. They work with you to create your own personal Plan of Care.

You, your health, and your opinions matter to us. We want you to be very satisfied with your plan, and we want to be a plan you would recommend to your friends and family. To learn more, call your Care Manager or call **1-888-621-5894 (TTY 711)**, option **2**, weekdays, 8 a.m. to 5 p.m., ET.

Talk to Your Doctor About Bladder Control



There is no reason to feel embarrassed about urinary incontinence. It is common and can often be treated. More than half of women over age 65 experience urinary incontinence, but rarely discuss this condition with their PCP. Coughing, laughing, sneezing and exercising can all cause bladder leaks. Many women limit their daily activities and do not enjoy life to the fullest because of urinary incontinence, even though bladder issues can often be treated successfully.

Source: Mayo Clinic Health System, *Is urine incontinence normal for women?* Retrieved **April 5, 2023** from mayoclinichealthsystem.org/hometown-health/speaking-of-health/is-urine-incontinence-normal-for-women.



Your PCP Can Coordinate Your Care



Having a PCP is very important. They are the main source for managing and coordinating your health care so you get the quality of care you deserve.

Your plan covers PCP visits, like annual wellness visits and physical exams, at no cost to you. Doctor visits are an important part of maintaining your health. They are not only for when you are sick, but for staying up to date with your tests and screenings. You can talk about your health care needs during your appointment. Make sure to write down any questions you may have and bring them to your visit.

Your PCP can:

- Recommend vaccines you may need, including the flu, pneumonia or shingles vaccines
- Recommend any tests and preventive health screenings, like breast cancer, colorectal cancer, bone density, blood pressure, diabetes blood sugar and diabetes eye exams, and referring you to a specialist if you need one.
- Review all the prescription medicines you are taking, including those from other specialists
- Discuss how to use telehealth to access health care without leaving your home
- Discuss where to go when you need care right away, either to their office, urgent care center or the ER, depending on your symptoms
- Let you know that if you go to the ER or have an unscheduled hospital visit, you should call them to let them know within seven days of discharge
- Review any health concerns, including fall risks, urinary incontinence or limitations with your mental health or physical activity and any actions you should take

At Horizon NJ TotalCare (HMO D-SNP), we are committed to providing you with the support and tools you need to find a PCP who can coordinate your care. We're here to help. If you have any concerns or need help finding a provider or scheduling an appointment, call Member Services at **1-800-543-5656 (TTY 711)**.



Preventing Bedsores



Bedsore, also called pressure ulcer, happen when there's an injury to the skin from putting pressure on that area for a long time. They happen most often on skin that covers bony areas of the body, like heels, ankles, hips, shoulder blades and the tailbone. Bedsore 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 signs of a bedsore, especially on bony areas.
- Change your body position or shift your weight at least every hour.
- Use 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 nearby skin.
- Drink plenty of fluids to stay hydrated.

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



First Aid for Seizures



There isn't much you can do to stop a seizure once it starts. However, you can help protect the person from harm. Some seizures are more dangerous than others and keeping the person safe when they are having a seizure is very important.

If someone is having a seizure, you should:

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

Never try to hold the person down or stop their movements. Do not put anything in their mouth because you could 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 or medicine that can help.

Don't Forget About Your Horizon EXTRA Benefits Card

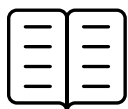
Use your card to access these benefits:

- **Over-the-Counter (OTC) Catalog Benefit:** Get up to \$1,080 a year (\$270 every three months) to spend on OTC items from the catalog, like toothpaste, vitamins, denture cleaner and more.
- **OTC Benefit:** Up to an additional \$1,600 a year (\$400 every three months) for OTC purchases in-store.
- **Rewards and Incentives:** Earn rewards for completing certain preventive health screenings through the Horizon *Healthy Journey* Program. Rewards will be added to your card.



Your OTC benefit dollars are reloaded at the start of each quarter. That's **January 1, April 1, July 1** and **October 1**. To see a full list of eligible items and participating stores, visit HorizonExtraBenefits.com or call **1-800-480-6598 (TTY 711)**, weekdays, 8 a.m. to 8 p.m., ET. Or, download the *myTotal Benefits* app from the app store on your smartphone and use it to view balances, make purchases, manage your account and more.

Your Plan Benefits



Your Evidence of Coverage (EOC) is available at Medicare.HorizonBlue.com/2023EOCDSNP.

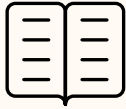
Or, call Member Services at **1-800-543-5656 (TTY 711)**, 24 hours a day, seven days a week, to request a printed copy.

Your EOC has even more information about your plan benefits, including:

- Benefits and services included and excluded from your coverage
- Pharmacy benefits
- How to submit a claim, appeal or grievance
- How to get care from your PCP, specialists and behavioral health care providers
- How to find an in-network doctor
- How to get help in another language
- How to get care after normal business hours, including emergency care

Visit HorizonBlue.com/DSNP for more information about your plan benefits.

Featured Video



If you need a printed version of this newsletter, call 1-800-543-5656 (TTY 711).

Enrollees must use in-network providers. Enrollees must use an in-network DME (Durable Medical Equipment) supplier. Enrollees must use an in-network pharmacy. Enrollees will be enrolled into Part D coverage under this plan and will be automatically disenrolled from any other Medicare Part D or creditable coverage plan in which they are currently enrolled.

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