

FOCUS on Health

Issue 3, 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**). Representatives are available 24 hours a day, seven days a week.

In This Issue

Get to Know Your Benefits

Your Care Manager Can Help	2
Community Resources for When You Need Help	3
Horizon Neighbors in Health Is Here for You	4
Get Care Wherever and Whenever You Want	5
Take Care of Your Health and Get Rewarded	6
New in 2024!	9

Health & Wellness

Plan Your Annual Wellness Visit	7
Are You Up to Date on Your Vaccines?	8
Improve Your Mental Health With Self-Care	10
Follow-Up Care Is Important for Substance Use Disorders	11
Don't Give Breast Cancer a Chance	12
Prostate Cancer: Early Detection Can Save Your Life	13
What Is COPD?	14
What Is CHF?	14
Check Your Blood Pressure	15
Diabetes and the Hemoglobin A1C Test	15
Keep an Eye on Your Eye Health	16

Important Information

Prior Authorization, Appeals and Grievances	17
Our Commitment to Quality and to You	18
Annual Privacy Notice	18



Your Care Manager Can Help



As a Horizon NJ TotalCare (HMO D-SNP) member, you are automatically enrolled in our Care Management Program. Whenever you need help managing your health care, call us to speak with your Care Manager.

Your Care Manager:

- Develops and updates your Plan of Care with personalized goals so you can make informed decisions about your care
- Coordinates health care services with your doctors, pharmacists and other health care professionals so you receive the best possible care
- Helps you get any authorizations (pre-approvals) you may need
- Provides information on community resources and health and wellness programs

When You Have Been in the Hospital

If you were hospitalized or visited an Emergency Room 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 with:

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

When You Leave a Nursing Facility

If you transition from a nursing facility to home, your Care Manager can work with you to make sure your needs are met so you can continue to follow your plan of care. They can help with:

- Identifying your goals
- Arranging care and support
- Providing information about local resources

Your Care Manager can also help with housing, education and employment, when applicable, so you can be self-sufficient.

To reach your Care Manager, 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). We are here to support you and help you stay as healthy as possible.



Community Resources for When You Need Help



If this past year has been a difficult one for you, we are here to help. Your Care Manager can help you get care and support or basics like food. Here are some additional community resources that can help.

Behavioral Health Support

The National Alliance on Mental Illness New Jersey (NAMI) is a statewide, non-profit organization that focuses on helping individuals and families affected by mental illness. NAMI support groups can connect you with others who can relate to what you are going through. You do not have to battle a mental health condition alone. For more information on support groups available 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, please reach out to your Care Manager right away. Your Care Manager can connect you to the help you need. You can also visit a food bank that provides food at no cost to you. To find food banks near you, please visit foodpantries.org or freefood.org.

Cognitive Impairment Program

When a person has trouble remembering, learning new things, concentrating or making decisions that affect their every day life, it is called a cognitive impairment. In older adults, it can be caused by things like medicine side effects, illness, depression and dementia, such as Alzheimer's disease. Some causes can be reversed with treatment. Others, such as Alzheimer's disease, cannot, but symptoms can be treated for a period of time. If you have questions about cognitive impairment or would like more information, please call your Care Manager.



If you need help finding resources in your area, call your Care Manager directly. You can also call the Care Management team at **1-888-621-5894** (TTY **711**), option 2, weekdays, 8 a.m. to 5 p.m., ET.

(Continued on next page)

Community Resources for When You Need Help *(Continued)*

Caregiver Support

Are you a caregiver with a loved one who suffers from Alzheimer's or dementia? We know how difficult this can be for everyone. Your loved one's Care Manager is here to help and support you.

In addition to your loved one's Care Manager, English- and non-English- speaking support groups are available to help you at **1-888-280-6055 (TTY 711)**. You can also visit Alzheimer's New Jersey at alznj.org.

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



Horizon Neighbors in Health Is Here for You



Through Horizon's Neighbors in Health program, a local Community Health Worker and a Personal Health Assistant will work with you to develop a personalized program, all at no cost to you.

Depending on Your Needs, You May Get Help With:

- Coordinating and scheduling medical appointments
- Finding transportation, healthy foods, employment and housing
- Setting and achieving your health goals
- Finding community resources, life coaching and skill-building opportunities
- Understanding how your Horizon NJ TotalCare (HMO D-SNP) benefits work

You don't have to struggle through life's challenges on your own—Horizon Neighbors in Health is here for you. If you would like help, email HorizonNeighborsInHealth@HorizonBlue.com or ask your Care Manager to have Horizon Neighbors in Health call you.



Visit Website

Get Care Wherever and Whenever You Want



Horizon CareOnlineSM allows you to talk privately with U.S. board-certified licensed medical doctors and therapists over video, chat or phone, 24 hours a day, seven days a week, at no cost to you.

These virtual appointments give you access to therapy and urgent care for conditions like stomach pain, fever, sore throat and more.

You can use Horizon CareOnline as often as you want. You get unlimited medical video visits with doctors wherever and whenever it's convenient for you. Best of all, you don't need appointments for urgent care visits.*

Connect with us 24 hours a day, seven days a week. Visit HorizonCareOnline.com, or call **1-877-716-5657** (TTY 711) to get started.

*Behavioral health visits require appointments.

Enroll Now! Follow These Easy Steps:

1. Visit HorizonCareOnline.com.
2. Fill in your name, email address and create a password.
3. Select your location, date of birth and gender.
4. Answer "YES" for health insurance, select **Horizon NJ TotalCare (HMO D-SNP)** and enter the service key: **HORIZON**.



Visit Website

Take Care of Your Health and Get Rewarded



To get your rewards, visit HorizonExtraBenefits.com to fill out and submit a Health Screening Attestation Form. You can also download the form and mail it to:

Horizon EXTRA Benefits Rewards and Incentives
4613 N. University Drive, #586
Coral Springs, FL 33067

Once confirmed, your rewards will be loaded onto your Horizon EXTRA Benefits Card, and can be used at participating stores.

Visit HorizonExtraBenefits.com for a list of participating stores.

For this year's program, you must complete your screenings between **January 1, 2023** and **December 31, 2023**, and you will have until **January 31, 2024** to redeem your rewards. For next year's program, you must complete your screenings between **January 1, 2024** and **December 31, 2024**, and you will have until **January 31, 2025** to redeem your rewards.

If you need help with your Horizon EXTRA Benefits Card or completing the form, call Horizon EXTRA Benefits Card Member Services at **1-800-480-6598 (TTY 711)**, weekdays, 8 a.m. to 8 p.m., ET. If you have any questions about the Rewards Program, call **1-844-754-2451 (TTY 711)**, weekdays, 8:30 a.m. to 5 p.m., ET.

*Health Needs Survey does not require an attestation.

Don't Miss Out on \$235 in Rewards!

The Horizon *Healthy Journey* Rewards program helps you get the preventive screenings you need to maintain your health. You get rewarded when you take care of your health:

- Annual Wellness Visit - **\$25**
- Breast Cancer Screening - **\$50**
- Colorectal Cancer Screening - **\$50**
- Diabetic Eye Exam - **\$50**
- Bone Mass Density Testing - **\$50**
- Health Needs Survey* - **\$10**



Plan Your Annual Wellness Visit



While the year is almost over, it's not too late to see your Primary Care Provider (PCP) for an annual wellness visit. And it's not too early to start planning next year's visit! This visit is a chance to talk with your doctor about your health. Regular checkups are the best way to find problems early, when they're easier to treat.

During This Visit, Your PCP Will:

- Check your height and weight and talk to you about your health history
- Give vaccines, such as the flu shot
- Recommend health screenings you may need
- Prescribe medicines
- Send you to a specialist, if you need one

Remember to Ask Your PCP About:

- Falls and your risk for a fall
- Blood pressure, cholesterol and body mass index (BMI)
- Medicines you take
- Health concerns or questions



Do You Need Help Finding a PCP?

Horizon NJ TotalCare (HMO D-SNP) has a large network of doctors and specialists. If you need to find a PCP, visit horizonNJhealth.com/findadoctor or call Member Services at **1-800-543-5656** (TTY **711**), 24 hours a day, seven days a week, to find a doctor near you. You can also request a printed directory by calling Member Services or visiting MyDirectory.HorizonBlue.com.



Are You Up to Date on Your Vaccines?



The best way to protect against the flu is to get vaccinated each year. If you haven't gotten a flu shot yet, you still have time. Flu season can last until May!

Pneumonia

Pneumococcal pneumonia causes an estimated 150,000 hospitalizations each year in the United States. Pneumococcal disease also causes thousands of infections like meningitis, bloodstream infections, pneumonia and ear infections every year.

Pneumococcal vaccines are very good at preventing severe disease, hospitalization and death.

Shingles

If you've ever had chickenpox, you are at risk for shingles. The virus that causes chickenpox also causes shingles. About one in every three people in the United States will get shingles, also known as herpes zoster, in their lifetime. As you get older, your risk for getting shingles and serious complications, like vision loss, increases.

The CDC recommends two doses of recombinant zoster vaccine (RZV, Shingrix) to prevent shingles and related complications in adults 50 years old and older.



Did You Know?

According to the Centers for Disease Control and Prevention (CDC), people

65 years old and older

account for about **70 to 85% of flu-related deaths** and between 50 to 70% percent of flu-related hospitalizations. They are also at high risk for developing flu-related complications.

(Continued on next page)

Are You Up to Date on Your Vaccines? (Continued)

Diphtheria, Tetanus and Whooping Cough (Pertussis)

The CDC recommends a Tdap vaccine, which protects against diphtheria, tetanus and whooping cough, for everyone. All adults who have never received a Tdap shot should get one. You can get a Tdap shot at any time, regardless of when you last got a Td shot. You should then get either a Td or a Tdap shot every 10 years.

If you are 65 years old or older, you should get the pneumonia and shingles vaccines in addition to the flu and td/tdap vaccines.

If you are homebound and need to get a flu shot or other vaccine, call your Care Manager. They can help you get the care you need.

Sources:

Centers for Disease Control and Prevention. *Vaccines & Immunizations*. Retrieved **July 25, 2023** from [cdc.gov/vaccines/](https://www.cdc.gov/vaccines/).

Centers for Disease Control and Prevention. *Pneumococcal Disease*. Retrieved **July 25, 2023** from [cdc.gov/pneumococcal/](https://www.cdc.gov/pneumococcal/).

Centers for Disease Control and Prevention. *Shingles (Herpes Zoster)*. Retrieved **July 25, 2023** from [cdc.gov/shingles/](https://www.cdc.gov/shingles/).

Centers for Disease Control and Prevention. *Adults 65 & Over*. Retrieved **July 25, 2023** from [cdc.gov/flu/highrisk/65over.htm](https://www.cdc.gov/flu/highrisk/65over.htm).

New in 2024!

In 2024, you will get even more with your Horizon EXTRA Benefits Card:

Your over-the-counter (OTC) benefit allowance will be **\$720 every three months**. You can use this allowance toward the purchase of eligible OTC items, healthy food and household utilities like electric, water and gas (gasoline not included).

Members with chronic illnesses or conditions also **get an extra \$160 every three months** in addition to the \$720 OTC benefit allowance.*

The Following Benefits Will Also Increase in 2024:

Pay \$0 for home delivery of up to 34 nutritious meals over a 17-day period of ready-to-eat meals following a qualifying inpatient hospital stay. Limited to two occurrences per year.**

Get **up to 12 podiatry visits per year** for routine hygienic foot care. This includes treatment of corns and calluses, nail trimming and other hygienic care.

*The benefits mentioned are a part of a special supplemental program for members with chronic illnesses or conditions. Not all members qualify. To qualify for these benefits, members must have been diagnosed with one or more specific chronic conditions, have a higher risk for admission into the hospital, and participate in the Horizon Care Management Program.

**Meals are offered following inpatient stay and must be coordinated by your Care Manager.



Improve Your Mental Health With Self-Care



We all know that managing stress and increasing your physical activity is a great way to maintain your mental health. Self-care is the first step in your health care regimen. It's something you do to help yourself maintain and improve your well-being.

Self-care is not just a popular buzzword—it's an important part of taking care of your physical and mental health. Here are some tips to help you with self-care:

- Exercise regularly. Something as simple as walking can boost your mood.
- Eat healthy meals and drink enough water. Try to limit junk foods and caffeine.
- Get enough sleep. Try to go to bed and wake up at the same time every day.
- Try relaxation activities like meditation, breathing exercises or journaling.
- Reach out to friends or family for emotional support.



When support from friends or family isn't enough, Horizon NJ TotalCare (HMO D-SNP) can help. You can work with a Behavioral Health Care Manager, in addition to your Care Manager, if you have a mental health condition or need services to address mental health challenges or a Substance Use Disorder.

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.

You Can Work With Your Behavioral Health Care Manager to:

- Develop a clear picture of your psychological 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 communicate with providers and resolve issues 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
- Actively manage your mental health conditions by learning healthy coping skills to promote emotional and mental wellness
- Increase your self-compassion and benefit from meaningful conversation about your mental health

Asking for help can be hard, but you are not alone. Help is available. 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., ET.



Follow-Up Care Is Important for Substance Use Disorders



Substance Use Disorders (SUD) occur when the use of alcohol and/or drugs causes health problems, disability and failure to meet major responsibilities at work or home. Diagnosing and treating SUD early is essential for avoiding future substance-related illness or death, and can significantly improve quality of life.

If you or a loved one has been diagnosed with a SUD and were recently in an ER or inpatient facility, it is important that you schedule follow-up visits.

These visits are key for recovery and may include outpatient therapy, psychiatry, intensive outpatient or partial hospitalization programs. Effective follow-up treatment after hospitalization can help you manage symptoms and prevent readmissions to the ER.

Schedule an appointment within seven days of your discharge. This will allow your treatment team, including your doctors, psychiatrists, therapist and/or Care Manager, to help you manage your symptoms and address any questions or concerns you may have.

During your follow-up visit, you can ask your provider to talk to your PCP, specialists and/or your support team to help coordinate your care. You can also choose a personal representative to work with your doctors on your behalf.

If you need help finding a Behavioral Health provider, call Horizon Behavioral Health at **1-800-626-2212** (TTY **711**) or **1-855-477-2985** for Spanish. You can also visit horizonNJhealth.com/findadoctor.



Visit Website

Don't Give Breast Cancer a Chance



Breast cancer is the second most common cancer in women. Mammograms can catch cancer early on, and early detection can save your life! Screening guidelines recommend women 50 to 74 years old complete a mammogram every two years.

Schedule Your Mammogram Today

Mammograms only take about 20 minutes and can catch breast cancer before you have symptoms.

Here's How to Schedule This Important Screening:

1. Call your doctor and ask for a mammogram prescription.
2. Once you have your prescription, call a participating radiology center to make your appointment. You can find a provider at horizonNJhealth.com/findadoctor.

If anything is holding you back from getting your mammogram, we can help. Please call the Horizon *Healthy Journey* line toll free at **1-844-754-2451** (TTY **711**), weekdays, 8:30 a.m. to 5 p.m., ET.

Sources: Centers for Disease Control and Prevention. *Breast Cancer*. Retrieved **July 25, 2023** from cdc.gov/cancer/breast/.

American Cancer Society. *Key Statistics for Breast Cancer*. Retrieved **July 25, 2023** from cancer.org/cancer/types/breast-cancer/about/how-common-is-breast-cancer.html.





Prostate Cancer: Early Detection Can Save Your Life



The prostate gland changes as you age, and it could cause major trouble if it is not checked.

Over time, the prostate gland grows bigger, which is a natural part of aging. However, about 50 percent of men at age 50 will develop an enlarged prostate.

Prostate Cancer

Prostate cancer is rare in men younger than 40, but the chance of having prostate cancer rises rapidly after age 50. About six in 10 cases of prostate cancer are found in men older than 65, and the average age of men at diagnosis is around 66. Prostate cancer develops more often in African American men and in Caribbean men of African ancestry than in men of other races.

Prostate Cancer Screening

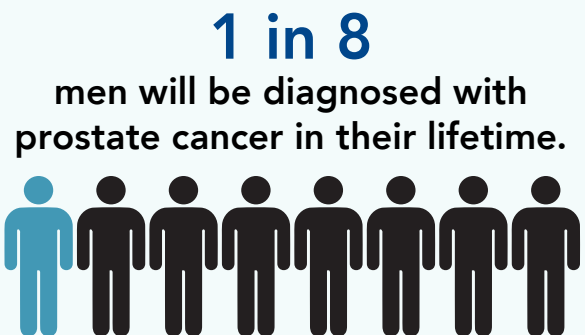
Check with your doctor about when you should get screened, based on your personal risk factors. Most men should talk to their doctor about routine prostate cancer screening between the ages of 40 and 45.

Prostate cancer screening includes two tests—a physical exam of the prostate, also called a digital rectal exam, and a blood test that checks for the level of prostate-specific antigen (PSA), a protein made by cells in the prostate gland. Talk to your doctor today to see if you need a prostate cancer screening.

If you have any questions about prostate cancer screening or other preventive screenings, speak with your Care Manager or your Primary Care Physician.

Sources: American Cancer Society. *Prostate Cancer*. Retrieved on **July 25, 2023** from cancer.org/cancer/prostate-cancer.

Prostate Cancer Foundation. *Should I Be Screened?* Retrieved **July 25, 2023** from pcf.org/about-prostate-cancer/what-is-prostate-cancer/the-psa-test/should-i-be-screened.



What Is COPD?



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

Symptoms of COPD develop slowly but worsen over time. They include:

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

Although there is currently no cure for COPD, you can maintain a good quality of life with treatment and lifestyle changes like quitting smoking. Talk to your doctor if you think you have any symptoms of COPD. For help finding resources and tools to manage your symptoms, call your Care Manager.



Source: National Heart, Lung, and Blood Institute. *What Is COPD?* Retrieved **July 25, 2023** from nhlbi.nih.gov/health/copd.

What Is CHF?



Congestive heart failure (CHF), also called heart failure, occurs when 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.

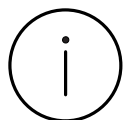
Look for These Symptoms:

- 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. Your doctor may prescribe medicines and recommend that you switch to a low-salt diet and increase your daily physical activity.

Source: Centers for Disease Control and Prevention. *Heart Failure*. Retrieved on **July 25, 2023** from cdc.gov/heartdisease/heart_failure.htm.

Check Your Blood Pressure



When your heart pumps blood through your arteries, the blood puts pressure on artery walls. When your blood pressure is higher than normal, it is called hypertension. Numbers at or below 120/80 mm Hg are considered in the normal range. If either number is above the normal range, your blood pressure is considered high.

It's important to get high blood pressure under control because it can damage the heart, brain, kidneys and eyes if left untreated. High blood pressure usually has no symptoms, so you will only know you have it by getting your blood pressure checked. You should get your blood pressure checked at every doctor visit and consider using an at-home blood pressure monitor.

If you've been diagnosed with high blood pressure, talk to your doctor about what might be contributing to it, what changes you can make to help lower the pressure, and whether or not prescription medicine is right for you.

What do the Numbers Mean?



Systolic blood pressure: The top number is how much pressure your blood is pushing against your artery walls when your heart beats.

Diastolic blood pressure: The bottom number is how much pressure your blood is pushing against your artery walls while your heart is resting between beats.

Diabetes and the Hemoglobin A1C Test



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

A commonly used test to screen for diabetes is the A1C test, also called the hemoglobin A1C or HbA1c test. This blood test uses a sample from a finger stick or your arm and measures your blood sugar levels over the last three months. It can also show how well your diabetes is being controlled. You do not need to do anything to prepare for this test.

When Should You Get the A1C Test?

- If you're over 45 years old, get a baseline test.
- If you're under 45 years old and overweight or have risk factors for diabetes, get tested every three years.
- If you have prediabetes, repeat the test as often as your doctor recommends, usually every one to two years.
- If you have diabetes, get tested at least twice a year, and more often if your medicine changes or if you have other health conditions.

Talk to you doctor if you have any questions or concerns about diabetes, and to find out the best testing schedule for you.

Source: Centers for Disease Control and Prevention. *All About Your A1C*. Retrieved on **July 25, 2023** from [cdc.gov/diabetes/managing/managing-blood-sugar/a1c.html](https://www.cdc.gov/diabetes/managing/managing-blood-sugar/a1c.html).



Keep an Eye on Your Eye Health



According to the American Diabetes Association, diabetes is the leading cause of vision loss in people 18 to 64 years old. Diabetes weakens the blood vessels in the back of your eyes, which causes changes in the retina. Eventually, you can develop eye diseases like macular edema and retinopathy.

Symptoms of Diabetic Eye Disease Can Include:

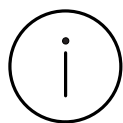
- Cloudy or blurry vision
- Difficulty seeing at night
- Seeing double
- Redness or pain in eyes
- Loss of peripheral vision
- Seeing floaters or spots

Luckily, an annual routine eye exam can prevent 95 percent of vision loss caused by diabetes. A comprehensive eye exam with dilation is the only way to find the signs of eye disease early. As a Horizon NJ TotalCare (HMO D-SNP) member, you get vision care at no cost to you.

If you have diabetes, make sure you get your eyes checked regularly, and be sure to manage your blood sugar levels, keep your blood pressure and cholesterol in check, and avoid smoking.

Source: American Diabetes Association. *Eye Health Resources for Patients*. Retrieved **July 25, 2023** from diabetes.org/diabetes/eye-health/resources.

Prior Authorization, Appeals and Grievances



If Your Care Needs Preapproval

Sometimes, your health plan 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**.

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, your Care Manager can help you.

If You Are Unhappy With a Decision

We make coverage decisions whenever we decide whether or not to cover a service or item for you, or when we decide how much we will cover. If we make a coverage decision and you are not satisfied with it, you can appeal the decision. An appeal is a formal way of asking us to review and change a coverage decision we have made.

As a Horizon NJ TotalCare (HMO D-SNP) member, you have the right to ask us to reconsider a decision.

If You Are Unhappy With Care

A grievance is a formal complaint you can make to Horizon NJ TotalCare (HMO D-SNP) if you are not satisfied with something, such as the way you are treated. If you are not happy with the quality of care, wait times or customer service you received, you can file a grievance.

What You Can Do

For prior authorizations, please call **1-800-664-2583** (TTY **711**), weekdays, 8 a.m. to 5 p.m., ET. For urgent matters after business hours or on weekends, our on-call team can be reached at **1-888-223-3072** (TTY **711**).

To learn more about making an appeal or filing a grievance, call Member Services at **1-800-543-5656** (TTY **711**), or find more details in your Evidence of Coverage at horizonNJhealth.com/DSNP/EOC_2023.

You can also call your Care Manager for help with appeals or grievances. If you don't know how to reach your Care Manager, call **1-888-621-5894** (TTY **711**) and select option **2**, weekdays, 8 a.m. to 5 p.m., ET.



Guidelines for Quality Care

Horizon NJ TotalCare (HMO D-SNP) has clinical practice guidelines to ensure you get quality care from your providers. For more information, call Member Services at **1-800-543-5656** (TTY **711**), 24 hours a day, 7 days a week, to ask for a copy.



Our Commitment to Quality and to You



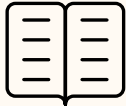
We are committed to making sure you get appropriate, necessary and properly administered care and services. That's why we have a Quality Improvement (QI) Program that works to improve the quality of care and services we provide to our members.

Our QI Program monitors areas that affect the care our members receive, like access to care, preventive screenings and member satisfaction. For more information about this program and its progress toward goals, visit HorizonBlue.com/qip or call **1-800-543-5656** (TTY **711**) and ask for the Quality Department.

Annual Privacy Notice

Each year, we will let you know where to find our Notice of Privacy Practices. They can be found at HorizonBlue.com/privacy-policy.

The Notice contains important information about how Horizon NJ TotalCare (HMO D-SNP) uses, discloses and protects your information, as well as your rights regarding your protected health information. In addition, Horizon NJ TotalCare (HMO D-SNP) 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.



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.

The Horizon EXTRA Benefit Card Mastercard® Prepaid Card is issued by Stride Bank, N.A. Member FDIC, pursuant to a license by Mastercard International. Stride Bank is an independent company offering debit card services and is solely responsible for its products. All trademarks, logos and brand names are the property of their respective owners. All company, product and service names used in this document are for identification purposes only. Use of these names, trademarks and brands does not imply endorsement. The Blue Cross® and Blue Shield® names and symbols are registered marks of the Blue Cross Blue Shield Association.

View our full [Notice of Nondiscrimination](#). If you speak a language other than English, [language assistance services](#), free of charge, are available to you.

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. ©2023 Horizon Blue Cross Blue Shield of New Jersey, Three Penn Plaza East, Newark, New Jersey 07105. (1023) 202-23-153 Y0090_H8298ECN009614A_C