

FOCUS on Health

Issue 1, 2024



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



Thank you for being a member of Horizon NJ TotalCare (HMO D-SNP). We're here to help you get the health care services you 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.

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Better Benefits for You This Year!



You may have noticed some benefit changes for 2024 when you received your Annual Notice of Change (ANOC) in the mail. The ANOC helps you understand benefit and coverage changes to your plan. Here are some highlights to remind you of what you're getting this year:

Horizon EXTRA Benefits Card

Your Over-the-Counter (OTC) benefit is combined with your OTC Catalog benefit on your Horizon EXTRA Benefits Card. Your benefit amount for 2024 went up to \$720 every three months (\$2,880 per year). This change gives you more flexibility and lets you meet your specific needs throughout the year. Use your benefits for OTC purchases, like toothpaste, vitamins, denture cleaner and more, at participating stores or through our OTC Benefit Catalog with free shipping.

If you qualify, you get an additional \$160 per quarter to use for healthy food and utilities like electricity, water and gas (gasoline not included).*

\$0 Meal Delivery After a Qualifying Hospital Stay

We continue to offer home-delivered meals at no cost following an inpatient hospital stay. This year you get 34 nutritious meals (up from 28 in 2023) over a 17-day period. Your Care Manager must coordinate this benefit. You will still get two occurrences per year.

Podiatry Visits

Routine podiatry care has increased from eight visits to 12 visits per year. Routine hygienic care of feet includes:

- Treatment of corns and calluses
- Trimming of nails and other hygienic care not related to a health condition

Silver&Fit® Healthy Aging and Exercise Program

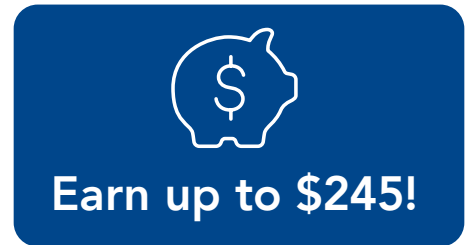
We expanded our Silver&Fit fitness center network to over 16,000 fitness centers. The digital library also expanded to 13,000 videos, including 7,000+ exercise videos made specifically for older adults.

* The benefit mentioned is part of a special supplemental program for the chronically ill. Not all members qualify.

2024 Horizon *Healthy Journey* Rewards Program

Through the Horizon *Healthy Journey* Rewards Program, you get rewarded when you complete a routine health screening.

Annual Wellness Visit	\$25
Breast Cancer Screening	\$50
Colorectal Cancer Screening	\$50
Diabetic A1C Testing	\$25
Diabetic Eye Exam	\$25
Bone Mass Density Testing	\$50
Health Needs Survey*	\$20



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

If you need help, call Horizon EXTRA Benefits Card Member Services at **1-800-480-6598 (TTY 711)**, weekdays, 8 a.m. to 8 p.m., Eastern Time (ET).

Once confirmed, your rewards will be automatically loaded onto your Horizon EXTRA Benefits Card. You can use your Horizon *Healthy Journey* rewards at:

- 1-800-Flowers
- Bath and Body Works
- Best Buy
- Chipotle
- Dunkin'
- Home Goods
- iTunes or Apple Store
- Macy's
- Marshalls
- Panera Bread
- PetSmart
- Starbucks
- Subway
- T.J. Maxx
- Uber


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

*Health Needs Survey does not require an attestation.



Don't Worry, We'll Remind You!

Throughout the year, we will send you reminders about recommended routine screenings that you may need.



Visit Website

Stay Healthy With Silver&Fit®



It's not too late to get started on your health and fitness goals for 2024! Staying active helps you maintain a healthy weight and improve your heart health, blood pressure, balance and mood. You have access to all of the following, anytime, anywhere, through the Silver&Fit program:

- **On-demand workout videos:** visit SilverandFit.com to find more than 13,000 workout videos for all fitness levels
- **Workout plans:** answer a few online questions about your fitness level and goals to get workouts to help you start an exercise routine
- **Fitness network choices:** join one of 16,000+ participating fitness centers or select YMCAs, many with exercise classes for older adults
- **Healthy aging coaching:** a certified health coach will help you meet your fitness, nutrition and lifestyle goals during scheduled phone, video or chat sessions
- **Well-being club:** learn new skills and focus on your well-being by:
 - Connecting with others
 - Enjoying live-streamed classes and events on the Silver&Fit website
 - Viewing exclusive articles and videos
- **Home Fitness Kits*** (pick your favorite kit, up to two per benefit year):
 - Fitbit® or Garmin® Wearable Fitness Tracker
 - Pilates
 - Beginner, Intermediate or Advanced Strength
 - Beginner or Advanced Swim
 - Beginner or Intermediate/Advanced Yoga
 - Walking/Trekking

Register online at SilverandFit.com, or call Silver&Fit at **1-877-427-4788** (TTY **711**), weekdays, 8 a.m. to 9 p.m., ET, to get started today! Remember, always talk with your doctor before starting or changing your exercise routine.

*Home Fitness Kit promotional codes cannot be used in combination with any other promotions on third-party vendor websites. Once selected, kits cannot be exchanged.



Getting Information About Your Medicine



Prime Therapeutics (Prime) works on behalf of Horizon NJ TotalCare (HMO D-SNP) to manage your Part D prescription benefits. Prime can help you get the information you need to use your medicines safely.

Sometimes, your medicine may have restrictions or need approvals before your pharmacy can fill the prescription, including:

- **Prior authorization** – your doctor needs to get approval from Prime before you can get the medicine
- **Quantity limits** – you may only fill a certain amount of your medicine in a certain number of days
- **Step therapy** – you must try a certain medicine first before Prime will approve another medicine, such as trying the generic version of a medicine before the brand name version
- **Formulary exception** – you must try medicine on your formulary, the medicines covered by your plan, before Prime will approve a medicine that is not listed on your formulary

To find out if your medicine needs a prior authorization, has a formulary exception, has a quantity limit or requires step therapy:

1. Go to [MyPrime.com](https://myprime.com). On the top bar, click *Medicines* and select *Find medicines* in the drop down menu.
2. Click *Continue without sign in*. Select *Horizon BCBSNJ*. Select *Yes* for Medicare Part D member, select *Horizon NJ TotalCare (HMO D-SNP)* from the list and click *Continue*.
3. Follow these steps for:
 - a. **Prior authorization:** Scroll down to *Helpful documents* and select the *Prior Authorization Criteria* link to view all the medicines on your formulary that require a prior authorization.
 - b. **Quantity limits, step therapy and formulary exception:** On the top bar, click *Forms* and select *Plan Documents* in the drop down menu. Scroll down and select *2024 Formulary (List of covered drugs)* to view a copy of your formulary. Find the medicine on your formulary. In the “Necessary actions, restrictions, or limits on use” column:
 - “QL” will appear for quantity limits
 - “ST” will appear for step therapy
 - If your medicine is not listed, it requires a formulary exception

If you are unable to go online, please call **1-855-457-1346** (TTY **711**), 24 hours a day, seven days a week.

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Getting Information About Your Medicine *(Continued)*

You or your doctor can submit a request for prior authorization, step therapy, formulary exception or quantity limit by:

1. Phone – **1-855-457-1346** (TTY **711**) for standard requests or **1-800-693-6651** (TTY **711**) for expedited requests
2. Fax – **1-800-693-6703**
3. Mail – **Prime Therapeutics LLC**
Attn: Medicare Appeals Department
2900 Ames Crossing Road
Eagan, MN 55121
4. Online – [MyPrime.com](https://www.MyPrime.com)

All request forms are available online. Go to [MyPrime.com](https://www.MyPrime.com) and click *Forms*. Click *Continue without sign in*. Select *Horizon BCBSNJ* as your health plan. Select *Yes* for Medicare Part D member, select *Horizon NJ TotalCare (HMO D-SNP)* from the list and click *Continue*. Select *Coverage Determination/Redetermination*. Fill out the selected form under formulary exception, prior authorization, step therapy and quantity limits.

Behavioral Health Care Management Program



Your Horizon NJ TotalCare (HMO D-SNP) plan includes benefits for behavioral health. If you have a mental health condition or need 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 helps coordinate care for your mental health.

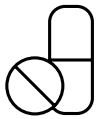
Your Behavioral Health Care Manager will work with you to:

- Develop a clear picture of your mental and social history and current symptoms
- Review and understand treatment options, including inpatient, outpatient, day programs and support groups
- Connect you with 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 teaching you coping skills that promote emotional and mental wellness
- Increase your self-compassion and benefit from meaningful conversations about your mental health

If you have questions 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.

Tips for Taking Medicines



It's easy to forget to take your medicine, especially if you take a lot. But, to get the best results from medicines, always take them as directed.

Staying on schedule

Every medicine has a different purpose, and each one needs to be taken as prescribed. Don't skip pills or stop taking a medicine, even when you feel fine. To stay on track, try to:

- Take your medicine at set times, such as with breakfast or right before you go to bed. Ask your doctor if you need to take your medicine at a specific time or with food.
- Use a pillbox, pill organizer or organize pills for the week. Set an alarm to go off when you're supposed to take your medicine.
- Have your prescriptions refilled while you still have plenty of pills left. Certain suppliers, such as mail order pharmacies, may take longer to fill prescriptions.

Safety tips

Read the warning labels and usage instructions for each medicine you take, and keep these safety tips in mind:

- Get help organizing your pills, if you need it. Taking more than one medicine can be confusing.
- Fill all your prescriptions at the same pharmacy so that your records are all in one place.
- Ask your pharmacist or doctor for a "fact sheet" or other important information when you start a new medicine.
- Tell your doctor and pharmacist if you have allergies to any medicine.
- Never share medicine with anyone.
- Store medicines in a cool, dry, dark place, not in a steamy bathroom.
- Make sure you tell your health care providers if you are taking any OTC supplements or medicines.



When adding a new medicine

Review all your medicines regularly with your health care provider. When you need to take a new medicine, ask questions such as:

- Is there another way to treat my condition?
- How long should I expect to take each medicine?
- Are there medicines I'm taking now that I no longer need?

If you have side effects

Some medicines can cause side effects, such as nausea or dizziness. Tell your doctor if you have any side effects. They may change the dosage or schedule to reduce effects. Take your medicine as directed, and always talk to your health care team about how you feel. Your input helps your doctor find the best medicine plan for you.



Follow-Up Care After ER Visits for Behavioral Health



Sometimes you may need to go to the Emergency Room (ER) or be admitted to the hospital because of symptoms of a mental health disorder and/or Substance Use Disorder (SUD). Scheduling follow-up visits is important for recovery.

Follow-up visits may include outpatient therapy, medical treatment, psychiatry, intensive outpatient or partial hospitalization programs.

Schedule an appointment within seven days of discharge from the ER or an inpatient stay. Your treatment team can help you manage your symptoms and avoid readmission. You can also talk about any concerns or questions you may have about your prescribed medicines or therapies.

During your follow-up visit, ask your provider to talk with your PCP and care team to help coordinate your care. If you need to select a Personal Representative, your Care Manager can help you.

If need to find a Behavioral Health provider, visit horizonNJhealth.com/findadoctor, or call **1-800-626-2212 (TTY 711)**, 24 hours a day, seven days a week. For Spanish, call **1-855-477-2985**.

Your PCP Can Coordinate Your Care



It is important to have a Primary Care Provider (PCP). They are your main resource 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 and are not only for when you are sick. Regular visits with your doctor help you stay up to date with your tests and screenings. You can also 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:

- Give 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
- Refer you to a specialist, if you need one
- Review your prescription medicines, including any from other specialists
- Explain how to use telehealth to access health care without leaving your home
- Tell you where to go when you need care right away – their office, an urgent care center or the ER, depending on your symptoms
- Explain why you should call them within seven days of an ER or unscheduled hospital visit
- Review any health concerns, including fall risks, urinary incontinence or limitations with your mental health or physical activity, and any actions you should take



Horizon NJ TotalCare (HMO D-SNP) is committed to providing you with the support and tools you need to find a PCP who can coordinate your care. To find a provider, visit horizonNJhealth.com/findadoctor or call Member Services at **1-800-543-5656** (TTY **711**).

Schedule Your Annual Wellness Visit

A regular checkup with your doctor can help identify conditions or illnesses early on.

You should discuss:

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



Routine Health Care Is Just Around the Corner



Getting your routine health tests, flu shot and preventive health screenings for select conditions has never been easier. At Walgreens Health Corner, you can enjoy personalized support from a licensed health care professional right in your neighborhood, at no cost to you.

As a Horizon NJ TotalCare (HMO D-SNP) member, you can get:

- Information on managing your health conditions and staying active
- Help with vitamins and supplements
- Answers to your questions about prescription and over-the-counter medicines

Walgreens health advisors can provide:

- Flu shots*
- Pain assessment
- Physical activity assessment
- Risk of falling assessment
- Blood pressure and adult Body Mass Index (BMI) checks
- Diabetes HbA1c tests
- Health screenings for select conditions
- Care coordination support to help you manage your health conditions
- No cost in-home colorectal cancer, diabetes and kidney screening kits

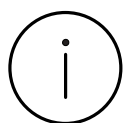
*Subject to availability



To schedule an appointment with your local health advisor or for more information, call us at **1-877-645-4128 (TTY 711)**, weekdays, 9 a.m. to 7 p.m., and Saturday and Sunday, 9 a.m. to 5 p.m., ET.



Watch Out for Aspiration Pneumonia



Swallowing properly can become difficult as we get older, especially if you have certain conditions, like dementia, Parkinson's disease, multiple sclerosis or cerebral palsy, if you had a stroke, or if you overuse alcohol or drugs. When you breathe in food, saliva, liquid or vomit into your lungs instead of swallowing it into your stomach, you can develop aspiration pneumonia. Your lungs clear out the bacteria that develop from inhaling food or liquid, but this can be harder for older adults.

Risk factors:

- Drowsiness from medicine may increase difficulties with swallowing or coughing
- Low alertness due to illness or surgery
- Drinking large amounts of alcohol
- Decreased gag reflex after a stroke or brain injury
- Problems with swallowing
- Old age

Signs or symptoms:

- Confusion
- Raised breathing rate
- Fever, chills or chest pain
- Shortness of breath or wheezing
- Fatigue (tiredness)
- Hoarse voice after swallowing
- Wet coughing after eating

Follow these tips to prevent aspiration pneumonia:

- When eating, sit upright in a chair.
- If you must eat in bed, prop yourself upright with pillows.
- Avoid eating with your head tilted backward.
- Eat slowly and take small bites.
- Switch between solid and liquid foods, and pause between mouthfuls.
- Avoid medicine that may cause drowsiness and sleepiness, if possible.
- Practice good oral hygiene several times a day, especially after eating, to remove any remaining food and prevent a buildup of bacteria in the mouth.

If you think you are at risk for aspiration pneumonia, talk to your doctor or Care Manager. You may have a higher risk of being admitted to the hospital.

Source: Medline Plus. *Aspiration Pneumonia*. Retrieved **December 13** from medlineplus.gov/ency/article/000121.htm.



Don't Miss Your Shot to Beat the Flu and Pneumonia



If you haven't gotten your flu shot yet, there is still time. Flu season lasts until May! The Flu vaccine prevents millions of illnesses and flu-related doctor visits each year, and can reduce the risk of flu-associated hospitalization.

People have a higher risk for serious complications from the flu if they have certain chronic health conditions like asthma, diabetes or heart and lung disease, or are 65 years and older.

Pneumonia causes an estimated 150,000 hospitalizations each year. Pneumonia vaccines can prevent severe disease, hospitalization and death. Ask your doctor if the pneumonia vaccine is right for you. You can get the pneumonia vaccine at no cost to you at your doctor's office or an in-network pharmacy.



Schedule your annual wellness visit if you have not had one this year. This is the time you should ask about preventive health screenings and other vaccines that you may need, like shingles and COVID-19.

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 (CDC). *Preventive Actions*. Retrieved **December 7, 2023** from <https://www.cdc.gov/flu/prevent/prevention.htm>; CDC. *Pneumococcal Disease*. Retrieved **December 13, 2023** from [cdc.gov/pneumococcal/about/facts.html](https://www.cdc.gov/pneumococcal/about/facts.html).

Scheduling Appointments With Specialists



Did you know that you do not need a referral to see a specialist? Seeing a specialist as soon as you need to is important. Use these tips when you schedule an appointment:

- If the doctor you want to see has no availability, ask if another specialist in the same practice can see you quicker.
- Ask your PCP for multiple recommendations.
- Find another in-network specialist who has availability sooner.

Horizon NJ TotalCare (HMO D-SNP) has a large network of participating specialists. To find an in-network provider:

- Visit horizonNJhealth.com/findadoctor
- Request a printed directory at Mydirectory.HorizonBlue.com
- Call Member Services at **1-800-543-5656** (TTY **711**)

If you need additional help finding a specialist or scheduling an appointment, call your Care Manager at **1-888-621-5894** (TTY **711**), select option **2**, weekdays, 8 a.m. to 5 p.m., ET.

What You Can Do to Prevent Falls



Anyone is at risk for falling, but there are steps you can take to prevent a fall. Here are some tips for increasing your safety at home:

1. **Remove clutter and keep floors clean.** Remove unnecessary items on the floor, like shoes or magazines. Tuck away loose wires, secure area rugs and be aware of any pets that may be underfoot.
2. **Light up walkways and dark areas.** Adding motion detection lights is a great option.
3. **Add railings for extra support.** Railings are useful around steps and anywhere you are lifting yourself up and down, like in the bathroom or next to your bed.
4. **Use non-slip mats in the bathroom.** Place mats in areas that may get wet, especially outside your bathtub or shower.
5. **Keep things you use daily on a lower shelf.** Avoid using step stools, chairs or ladders to reach items up high.

Extra steps to keep you safe:

- Stay active and exercise to keep your strength and balance.
- Wear well-fitting shoes with non-skid soles to avoid slipping or turning ankles.
- Have your eyes checked annually and update your glasses as needed.
- Always tell your doctor if you've had a fall, even if you weren't hurt.

Facts About Fractures



Bone fractures happen more easily in older adults because our bones are weaker and coordination and balance can be difficult. In older adults, one in five falls causes a fracture or head injury, and up to 300,000 older adults break their hips each year. Even daily movements, like lifting or bending, can cause a small fracture.

Fractures can lead to:

- Reduced mobility and independence
- Needing long-term care
- Chronic pain
- Lower quality of life
- Higher risk of death

Risk factors for fractures include:

- Osteoporosis or osteopenia (loss of bone mass)
- Arthritis
- Cancer
- Diseases of the bones like Paget's disease or rheumatoid arthritis
- Kidney failure that requires dialysis
- Certain medicines
- Alcohol or tobacco use
- Inactive lifestyle
- Thyroid diseases
- History of prior fracture
- Family history of hip fracture

Although fractures are painful and easy to identify, your doctor will take an X-ray to confirm if you have a broken bone. If your doctor does not order a bone mineral density (BMD) test, ask for one. This test can show if you have osteoporosis or weak bones. All women ages 65 and older should have a BMD test to check bone strength.



You can get a \$50 reward through the Horizon *Healthy Journey* Program when you get a BMD test. For more information about the Horizon *Healthy Journey* Program, call **1-844-754-2451** (TTY **711**), weekdays, 8:30 a.m. to 5 p.m., ET.

Source: Health in Aging Foundation. *Fractures*. Retrieved **December 14, 2023** from healthinaging.org/a-z-topic/fractures/basic-facts.

Call Your Care Manager After a Hospital Stay



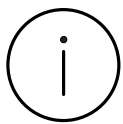
If you were hospitalized or visited an ER or urgent care center for an illness or injury, you may be at risk for complications. Call your Care Manager right away, or ask a friend or family member to call for you. Your Care Manager can help you coordinate your care, including:

- Transitioning to your home or other facility
- Arranging services and support
- Managing your medicine
- Scheduling follow-up appointments and tests
- Obtaining ordered medical equipment
- Ordering meals for when you get home

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.



Bedsore: Signs and Prevention



Bedsore develop when there's an injury to the skin from putting pressure on that area over hours or days. This happens most often on skin that covers bony parts of the body, like heels, ankles, hips, shoulder blades and the tailbone.

Look for the following 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

Do the following to help prevent bedsore:

- Check your skin every day, 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 bony areas. Don't use doughnut cushions, as they put pressure on the nearby skin.
- Drink plenty of fluids to stay hydrated.

Most bedsore get better with treatment, but some never heal completely. If you see any signs of a bedsore, change your position to help reduce 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, such as fever, a sore that smells bad or leaks, or redness and swelling around a sore that doesn't go away when you change your position.



Getting Your Test Results With a Patient Portal



Waiting for test results from your provider can be stressful. Make it easier by registering for their patient portal. Most providers use patient portals to communicate test results because you can get your results faster than waiting for a phone call. 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 it's difficult for you to access your provider's patient portal, ask a family member, caregiver or friend for help.

Tell your doctor if you do not have access to a computer. Give their 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. Tell the office 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 quickly.

If you need help scheduling a doctor's appointment, blood test, X-ray or any other test, call your Care Manager at **1-888-621-5894 (TTY 711)**, option **2**, weekdays, 8 a.m. to 5 p.m., ET.



If we have your email address, you can get information about your plan and timely updates. Call your Care Manager at **1-888-621-5894 (TTY 711)**, option **2**, then option **2** again, weekdays, 8 a.m. to 5 p.m., ET, to share your information. Don't miss out on important messages from us!



Your Voice Matters



Every year, the Centers for Medicare & Medicaid Services (CMS) mails confidential surveys to a small, random sample of Horizon NJ TotalCare (HMO D-SNP) members. If you receive this survey, please know that your feedback is important to helping us improve your experience. This year the survey will also be offered online. To help ensure you have the option to receive the online survey, if selected, please provide your email by calling your Care Manager at **1-888-621-5894 (TTY 711)**, option **2**, then option **2** again, weekdays, 8 a.m. to 5 p.m., ET.

Use these tips to help you get the care you need and make sure your voice is heard:

- Horizon NJ TotalCare (HMO D-SNP) doesn't receive individual member survey feedback, so if you have an issue, please call Member Services at **1-800-543-5656 (TTY 711)** directly.
- Some questions may not apply to you. For example, if you don't get your prescriptions by mail, it's okay to skip the question!
- During your annual wellness visit, ask your doctor any questions you have about treatment, medicines and how to get your test results quickly. Let them know if you are seeing any other providers so they can help coordinate your care.
- When you call us, we always do our best to answer your questions and help you get the care you need. If you need help finding a doctor or scheduling an appointment, we can help you. Our goal is to always treat you with the courtesy and respect you deserve.

We're always trying to exceed your expectations and improve your health care experience. If we aren't, we hope you will let us know how we are doing. Please call **1-800-543-5656 (TTY 711)** to let us know how we can do better.

Please take the time to answer the survey. Your opinions matter to us!

Member Rights and Responsibilities

As a Horizon NJ TotalCare (HMO D-SNP) member, you have rights and responsibilities. You can find your member rights and responsibilities in your Evidence of Coverage (EOC) and at HorizonBlue.com/DSNP.



[Visit Website](#)

Your Plan Benefits



Your EOC is available at [Medicare.HorizonBlue.com/2024EOCDSNP](https://www.Medicare.HorizonBlue.com/2024EOCDSNP). You can also request a printed copy of your EOC, as well as other plan materials like the Pharmacy and Provider Directory or list of covered medicines, by completing the form at [MyDirectory.HorizonBlue.com](https://www.MyDirectory.HorizonBlue.com) or calling Member Services at **1-800-543-5656** (TTY **711**), 24 hours a day, seven days a week.

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

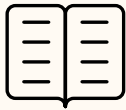
- Benefits and services included and excluded from your coverage
- Pharmacy benefits
- How to submit a claim, appeal or grievance
- How to get care from your PCP, specialists and behavioral health care providers
- How to find an in-network doctor
- How to get help in another language
- How to get care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

Visit [HorizonBlue.com/DSNP](https://www.HorizonBlue.com/DSNP) for more information about your plan benefits.

How We Protect Your Privacy

If you want to know more about how Horizon NJ TotalCare (HMO D-SNP) uses, discloses and protects your information, as well as your rights regarding your protected health information, please read our Notice of Privacy Practices at [HorizonBlue.com/privacy-policy](https://www.HorizonBlue.com/privacy-policy).

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)**.

This document is for informational purposes only and is not intended to be a substitute for professional medical advice, diagnosis, or treatment. Always seek the advice of your physician or other qualified health provider with any questions you may have regarding a medical condition.

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

Horizon NJ TotalCare (HMO D-SNP) is a Fully Integrated Dual Eligible Special Needs Plan with a Medicare contract and a contract with the New Jersey Medicaid Program. Enrollment in Horizon NJ TotalCare (HMO D-SNP) depends on contract renewal.

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