



Get More From Your Horizon Health Plan

Get well, stay well and stay connected with tools and resources



24/7 Secure Account

Get support and care from your mobile device or computer – anytime, anywhere – with the **Horizon Blue app** and HorizonBlue.com/chubb. Register and sign in to:

- View health plan details.
- Check claims status.
- Find in-network doctors, hospitals and other health care professionals.
- Get health advice and care from nurses and doctors.
- View, email or text your member ID card to your doctors and covered dependents.
- Connect with Member Services to get answers to your questions.

To get the app, text **GetApp** to **422-272**, or download it from the App Store® or Google Play™.



Care Anytime, Anywhere

Visit with doctors 24 hours a day, 7 days a week via video with **Horizon CareOnlineSM**. Get treated for common health conditions, including colds and flu, fever, abdominal pain, sinusitis, skin irritations and more, without an appointment. You can also make an appointment to see behavioral health specialists from 7 a.m. to 11 p.m., for conditions such as anxiety, attention deficit/hyperactivity disorder (ADHD), bipolar disorder and depression.

Urgent medical care services for Horizon CareOnline are provided by U.S. board-certified, licensed doctors who average 15 years of experience in primary/urgent care.

Use **Horizon CareOnline** from the **Horizon Blue app** or sign in at HorizonBlue.com/chubb.



Wellness for Body and Mind

With **Horizon Behavioral HealthSM**, you'll get the right care through our extensive network of health care professionals and facilities, community organizations, online resources and digital tools. The Horizon Behavioral Health team will help you get the support you need 24/7. Services include individual and group counseling, autism care management, Substance Use Disorder treatment, crisis intervention, and postpartum depression and maternity care.

Call **1-800-626-2212** or visit HorizonBlue.com/chubb.



Spend Less with In-Network Care

When you have a medical emergency, go to the nearest Emergency Room. But when your illness or injury is not severe, consider an **in-network urgent care center** or **retail health center**. Both can handle basic injuries and minor illnesses, and at a fraction of the cost of the ER. For routine and preventive health care, see your **primary doctor**. Routine care, such as an annual wellness visit, is not covered at urgent care centers or retail health centers.

To find in-network care, sign in to the **Horizon Blue app** or at HorizonBlue.com/chubb.



Online Health Management Tool

Manage your health securely and confidentially, with **My Health Manager**, powered by WebMD®. Customize your content based on your needs and health interests.

You can also use the Personal Health Record to store, track and manage your health information, including your immunization record, lab tests and medicines.

Sign in to **My Health Manager** at HorizonBlue.com/chubb.



Support for Health Conditions

Horizon Care NavigatorSM offers personalized support for acute and chronic conditions. Even if you're in good health, you can benefit from talking to a nurse who knows your Horizon benefits. If you have a sudden health issue, or are managing a chronic condition, your Care Navigator, a registered nurse, can:

- Provide ongoing support.
- Talk to you about your health and possible ways to improve it.
- Work with your doctors and caregivers.
- Help you understand your Horizon benefits, so you get the most from your health plan.

Care Navigators work with your doctors, and serve as advocates and educators, helping you learn more about your condition, how to navigate a complex health care system and get the most from your benefits.

Call **Horizon Care Navigator** at **1-888-621-5894**, option **2**, option **3**, weekdays, 8 a.m. to 5 p.m., Eastern Time.



Save on Health and Wellness

Access exclusive health and wellness discounts through the free **Blue365[®]** program. Once you sign up, you'll receive weekly emails with great deals and discounts from top national and local retailers on fitness gear, gym memberships, healthy eating options and more.

Learn more about **Blue365** at Blue365deals.com/HorizonBCBS.



HorizonBlue.com/chubb

Horizon Blue Cross Blue Shield of New Jersey 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.

Spanish (Español): Para ayuda en español, llame al **1-855-477-AZUL (2985)** (TTY **711**). Chinese (中文): 如需中文協助, 請致電 **1-800-355-BLUE (2583)** (TTY **711**).

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For more information about Horizon CareOnline, visit HorizonBlue.com/horizoncareonline. For technical assistance regarding the use of Horizon CareOnline, call the eService Desk at **1-888-777-5075** to speak with an agent, weekdays, between 7 a.m. and 6 p.m., Eastern Time, or email HorizonCareOnline@AmericanWell.com. American Well is an independent company that supports Horizon Blue Cross Blue Shield of New Jersey in the administration of telehealth services.

Nurse programs are for informational purposes only. Health care professionals cannot provide a diagnosis or recommend specific treatment, and they are not a substitute for a doctor's care. Services are not insurance programs and may be discontinued at any time. In an emergency, go to the nearest hospital or doctor or call **911**.

There is no charge to download the **Horizon Blue app**, but rates from your wireless carrier may apply.

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