

Applies to: Fully insured markets

Our Members Can Get Care Anytime, Anywhere

It's easy to put off doing the things we should do to maintain our physical and mental health. But getting needed care is important. That's why we give our members the tools they need to get care anytime, anywhere.

Horizon members can get care after registering at HorizonBlue.com and the [Horizon Blue app](#)¹ through:

- **Horizon CareOnlineSM:** Members can make a telemedicine appointment with Horizon CareOnline² and connect with a U.S. board-certified, licensed doctor in minutes on their computer or mobile device. Telemedicine can be a good option for a member to get care for common health problems when they can't get to their doctor's office.
- **Nurse Chat:** Members can also get answers to their health questions, 24/7, from a registered nurse through our Nurse Chat, a feature of our 24/7 Nurse Line. With Nurse Chat, members can get the information they need at no cost, even when making a call isn't convenient.

Members can register today for digital access

Members can register at HorizonBlue.com to access their health plan information online. The same access to health plan details is also available to members through the [Horizon Blue app](#).

We want our members to know how much more they get with their Horizon health plan. That's why, over the next few months, we'll continue to share information to help them take care of themselves and their loved ones — that's how we're here for our members, now and always.

If you have questions, please contact your Horizon sales executive or account manager.



1 Members can download the app by visiting the App Store® or Google Play™, or by texting **GetApp** to **422-272**. There's no cost to download the **Horizon Blue app**, but data rates from wireless providers may apply.

2 A telemedicine cost share waiver in place since **March 9, 2020**, will continue for at least 90 days after the end of New Jersey's public health emergency, which ended **June 4, 2021**, and New Jersey's State of Emergency, which is still in effect as of the date of this email. Not all members have access to Horizon CareOnline. Members should check with their benefits administrator or plan documents.

Horizon Blue Cross Blue Shield of New Jersey will never send you an email asking you to click on a link to validate User ID(s), password(s) or PIN(s), Social Security Number(s), card or account number(s), cardholder verification value(s) (CVV2), or user-defined challenge information (e.g., mother's maiden name, place of birth, etc.). If such a message is received, please immediately forward it to Abuse@HorizonBlue.com.

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