



## Case Management: Help when you need it most

Complex medical or behavioral health issues can be overwhelming. But you don't have to face them alone. The Care Managers with Horizon Blue Cross Blue Shield of New Jersey's (Horizon BCBSNJ's) Case Management Program are here to help you understand your illness or injury, support you as you follow your doctor's or other health care professional's treatment plan and give you peace of mind.

Care Managers are fully licensed clinicians who work with you and your treating doctor so that you have access to the best care possible. They'll work with your doctor to help develop an evidence-based care plan, and track your goals and progress toward better health in body and mind. Best of all, there is no additional cost to you for this voluntary program.

### Your Care Manager can help with various health conditions, including:

- A cancer diagnosis
- Behavioral health conditions, such as depression, bipolar disorder or Substance Use Disorder
- Heart surgery, an organ transplant, ventilator management, extensive home care services and home infusion services
- High-risk pregnancy or a newborn with medical issues
- Severe injury or paralysis

### Your Care Manager can:

- Talk to you and your doctor about your overall health issues.
- Provide education, support and help finding the best treatment options available.
- Help you locate and coordinate appropriate care for your needs.
- Help you understand how to get the most from your plan benefits while keeping your out-of-pocket costs low.

### We're here to help

Care Managers are available weekdays, 8 a.m. to 5 p.m., Eastern Time.

For help with a medical condition, call **1-888-621-5894** and select option **2**.

For behavioral health, call **1-800-626-2212** and select option **2**.

If you use TTY services, call **711**.

You can reach out for help, or your doctor may refer you to the Case Management Program or other Horizon BCBSNJ health program.

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**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**).

Care Managers cannot diagnose problems or recommend specific treatment. They are not a substitute for your doctor's care. Services are not an insurance program and may be discontinued at any time. In the event of an emergency, please go to the nearest hospital or doctor, or call 911. Horizon Blue Cross Blue Shield of New Jersey is an independent licensee of the Blue Cross and Blue Shield Association. The Blue Cross® and Blue Shield® names and symbols are registered marks of the Blue Cross and Blue Shield Association. The Horizon® name and symbols are registered marks of Horizon Blue Cross Blue Shield of New Jersey. © 2021 Horizon Blue Cross Blue Shield of New Jersey. Three Penn Plaza East, Newark, New Jersey 07105. ECN002795 (0321)



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