

Applies to: Commercial markets

Making It Easier for Members to Get Care at Home

Horizon Blue Cross Blue Shield of New Jersey (Horizon BCBSNJ) is making it easier for our members to access the care they need, when they need it — all from the comfort of their homes. Beginning **November 18, 2020**, members can go directly to the **Horizon Blue** app or sign in to the secure member web portal at **HorizonBlue.com** to use Horizon CareOnline^{SM1}.

This means members will no longer need to use the standalone Horizon CareOnline app and enter their insurance information or a service key, if that was previously required. Instead, once they sign in to the **Horizon Blue** app or secure member web portal, all of their relevant insurance information will be loaded for them. No need for their member ID card, service key or anything else. They can just sign in, request a doctor visit and they're all set!

To ensure you and your clients have all the necessary information regarding this change, here are answers to some frequently asked questions.

When will this change occur?

Beginning **November 18, 2020**, Horizon CareOnline telemedicine services will only be available through the secure member web portal at **HorizonBlue.com** and the **Horizon Blue** app. Members who access the Horizon CareOnline app or **HorizonCareOnline.com** on and after **November 18, 2020** will be redirected to the **Horizon Blue** app or **HorizonBlue.com**.

Will members be notified of this change?

Members who have previously downloaded the app will receive an email informing them of the change on **November 18, 2020**. In addition, messaging regarding this change will be prominently displayed on the Horizon CareOnline app and the **HorizonCareOnline.com** home page.

What if a member already has the Horizon Blue app? Do they need to do anything else?

If a member already has the **Horizon Blue** app, they can use it as they normally would; they just need to update to the latest app version. If they previously used the Horizon CareOnline app to access this service, beginning on **November 18, 2020**, they will only need to use the **Horizon Blue** app or sign in to the secure member web portal at **HorizonBlue.com** to access telemedicine services.

How can members get or update the Horizon Blue app?

Members can go to the App Store® or Google Play™, search for Horizon Blue and select the **Horizon Blue** app option from the search results. Members can also text **GetApp** to **422-272**. They'll get a text message with the link to download the app. There is no charge to download the **Horizon Blue** app, but rates from their wireless provider may apply.

Do members need to create a new login to access Horizon CareOnline from the Horizon Blue app or secure member web portal at HorizonBlue.com?

If a member has already set up an account on the secure member web portal at **HorizonBlue.com** or through the **Horizon Blue** app, they don't need to register again. The member will no longer need the separate sign-in that was used when accessing Horizon CareOnline.

If the member has not yet registered for either the secure member web portal or the **Horizon Blue** app, they should do so as soon as possible, to ensure access to telemedicine services when needed. It's fast and easy. They just visit **HorizonBlue.com** or download the **Horizon Blue** app, click *Register* and answer a few quick questions.

What happens if the member tries to use the Horizon CareOnline app to access a Horizon CareOnline account?

Beginning **November 18, 2020**, members will not be able to sign in to the Horizon CareOnline app. Instead, members will be directed to the **Horizon Blue** app. The Horizon CareOnline app will eventually be removed from the App Store and the Google Play store.

Are there any changes to how behavioral health appointments will be handled?

Behavioral Health telemedicine services will continue to be available by appointment through Horizon CareOnline. To make an appointment, the member simply accesses Horizon CareOnline from the **Horizon Blue** app or signs in to the secure member web portal at **HorizonBlue.com** and selects a date and time.

What if members access their Horizon CareOnline accounts from their computer? Is that changing?

To access Horizon CareOnline from a computer, members must sign in to the secure member web portal at **HorizonBlue.com**. This will allow for a seamless sign in and access to all of the information they may need, all in one place.

What if a member experiences technical issues?

Members can call the eService Desk at **1-888-777-5075** to speak with an agent for assistance, weekdays, between 7 a.m. and 6 p.m., Eastern Time.

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

1 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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