

# Member Services (1-800-682-9090)

Our Member Services staff speaks many languages and are ready to help you get the most out of your Horizon NJ Health membership, 24 hours a day, seven days a week, including holidays. Any time you have a question about your benefits, how Horizon NJ Health works or how to get the care you need, give us a call. Our toll-free number is on the back of your member ID card and on [horizonNJhealth.com](http://horizonNJhealth.com).

To help you learn how Horizon NJ Health works and how to get the most out of your benefits, a Member Services representative will call you when your membership begins. This is the perfect time to ask any questions you may have.

We also offer educational and outreach activities throughout the year. Our Member Services team can give you details about times and locations of outreach events. Call **1-800-682-9090 (TTY 711)**.

**Register and sign in at** [horizonNJhealth.com](http://horizonNJhealth.com)

You can access your plan information quickly and easily at [horizonNJhealth.com](http://horizonNJhealth.com). Once you sign up, you can:

- **Request an ID card.** We will mail it to you.
- **View your covered benefits.** This includes your benefit level, what is covered under your plan, and whether or not you have copays for certain services.
- **Complete a Health Needs Survey.** Learn about your health risks and see how you can make changes to your lifestyle to improve your health.
- **Change your PCP.**
- **Read personalized health news articles** based on the information you provide in your health survey.

- **Enroll in a disease management program** to get help with a chronic condition, like asthma or diabetes.
- **Enroll in Mom's GEMS (Getting Early Maternity Services) program** to get information for a healthy pregnancy and baby, if you are pregnant.

To register, visit [horizonNJhealth.com](http://horizonNJhealth.com) and click *Member Sign In*.

We encourage you to sign up as soon as possible. This self-service tool is a useful resource so you can quickly access your plan information.

## Translation services and alternate formats

We have staff members who can speak many languages. If we do not speak your language, we can connect you to someone who does. We can arrange for a translator to talk over the phone with you and your doctor to help during your doctor's visit or a sign language interpreter to be with you at the doctor's office.

With the translator's help, you can get answers to all of your questions.

There is no cost to you to use our translation or sign language interpreter services. To schedule this service, just call Member Services toll free at **1-800-682-9090 (TTY 711)**.

Horizon NJ Health member communications are available in other languages. If you need information printed in another language, call Member Services. Materials for the visually and hearing impaired are also available through Member Services, including Braille, large print and listening systems.



## Words to Know

**Benefit:** A covered service paid by the health plan.