

# More About Horizon NJ Health

Horizon NJ Health makes sure you get the best possible care. We update our technology and clinical guidelines from Horizon Healthcare of New Jersey, Inc., with feedback from experts and practicing doctors.

If you would like a copy of the clinical or preventive guidelines that Horizon NJ Health follows, call Member Services at **1-800-682-9090 (TTY 711)**. The guidelines are also on our website at [horizonNJhealth.com/clinicalguidelines](http://horizonNJhealth.com/clinicalguidelines).

## We value your opinion

Every few months, we host a community health advisory meeting. These meetings include our members, community health advocates and community leaders to talk about ways to improve member services, health education and ways that we reach out to members. To join us at this meeting, email our Marketing team at [HNJHAnswers@horizonNJhealth.com](mailto:HNJHAnswers@horizonNJhealth.com).

## Member satisfaction survey results

Each year, we ask our members if they are satisfied with their health plan and providers. This is called the Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey. The answers help us improve our services. Results of the most recent survey are available at [horizonNJhealth.com](http://horizonNJhealth.com) or can be mailed to you by calling Member Services.

## How your doctor is paid

Doctors in our network are paid by Horizon NJ Health in different ways. Your doctor may be paid each time he or she treats you (fee-for-service) or a doctor may be paid a set fee each month for each member, whether or not the member actually gets services (capitation). Your doctor may also get a salary.

These payment methods can include agreements to pay some doctors more bonuses based on things, such as member satisfaction, quality of care, control of costs and use of services. This does not affect decisions that result in providing fewer services. Horizon NJ Health does not reward providers for denying coverage.

## Medical decision-making

Utilization Management (UM) decisions are based on the member's health care needs and services and the NJ FamilyCare benefit. Horizon NJ Health does not pay or offer rewards to those who make UM decisions, or to its staff who handle the UM decisions for denials of coverage or services that are needed for good health. Horizon NJ Health does not stop doctors from talking to their patients about all treatment options, even if the service(s) is not covered.

If you would like more information about how your doctor is paid or decisions are made, call Member Services at **1-800-682-9090 (TTY 711)**.

## How we protect your private information

We want you to know how we use and protect your private information, and the rights you have regarding your protected health information (PHI). To read our Notice of Privacy Practices, visit [horizonNJhealth.com/privacy-policy](http://horizonNJhealth.com/privacy-policy).