



## Special needs members

Horizon NJ Health has a Care Management Department to help members with special health care needs. If you or a family member has a complex or chronic medical condition, physical or developmental disability or a catastrophic illness, you can get care management.

New members will receive a call from Horizon NJ Health and be asked a few questions about their health. Your answers will help determine your chronic care needs.

You can also ask for an evaluation to see if you qualify for the special needs program by calling the Care Management Department at **1-800-682-9094 x89634 (TTY 711)**. Your PCP, specialist, social worker, community-based case manager or any other concerned agency can also ask for an evaluation for you.

A Horizon NJ Health Care Manager will complete a Comprehensive Needs Assessment. After the assessment is completed, a Care Manager will let you know what level of care management you or your family member needs and develop a Plan of Care. If you have a complex need, you will work with your Care Manager and your PCP or specialist to create a care plan that fits your needs.

## Care for special needs

There may be times when you need more than routine health care services. Horizon NJ Health has a special program for members who need extra personal care. Our Care Management unit can help coordinate complex health care and psychosocial needs for Horizon NJ Health members who are identified as having special needs.

Call us if you have questions or concerns about:

- Baby needs
- Personal care
- Housing issues
- Advocacy
- Clothing
- NJ FamilyCare
- Domestic violence
- Attendants (home health aides or personal care assistants)
- Substance use disorder
- Parenting assistance
- Food
- WIC
- Mental health
- Support groups

Members with special needs may need extra access to doctors and specialists. Horizon NJ Health's Care Management team will help make sure that the member's medical needs are met and that they receive the education and support they need, including access to non-participating specialists if necessary. These members are entitled to an additional dental benefit of four preventive visits per year. Dental treatment in an operating room (OR) or Ambulatory Surgical Center (ASC) is also available when medically necessary for members with special needs.

Call your doctor's office first – at any time, 24 hours a day, seven days a week -- whenever you need medical care. If an emergency exists, go to the nearest ER, or call **911**.

# Programs for you and your family *(continued)*

## Care Management for the aged

Our Care Management Department recognizes that members 65 and older may need additional services. Horizon NJ Health provides special services to help with the following:

- Assessing and managing depression
- Assessing and managing cognitive impairment
- Caregiver support
- Preventing institutionalization
- Access to preventive services, including but not limited to:
  - Immunizations against the flu and pneumonia
  - Mammograms
  - Cervical cancer screening
  - Colorectal health
  - Prostate education
- Disease management for conditions such as:
  - Asthma
  - Congestive Heart Failure (CHF)
  - Chronic Obstructive Pulmonary Disease (COPD)
  - Diabetes
  - HIV/AIDS
  - Hypertension

Call the Care Management Department at **1-800-682-9094 x89634** (TTY **711**) about these services. Licensed staff have screening tools and educational materials and will connect you with the right resources.

## Family planning services

If you are interested in family planning and contraceptive services, including genetic testing and counseling, Horizon NJ Health can help you find the services you need and will tell you about doctors and clinics that are close to you. Remember to take your Horizon NJ Health ID card when you go to your appointment. You can also get family planning and contraceptive services from other clinics and doctors who accept the NJ FamilyCare program but who are not in the Horizon NJ Health network. Use your Health Benefits Identification Card (HBID) if you visit them.

## Women's services

If you need women's health services or you are going to have a baby, call an Ob/Gyn or a certified nurse midwife (CNM) who participates in Horizon NJ Health's network and make an appointment.

It is important that women visit an Ob/Gyn for regular care. Women age 21 through 65 years old should have a **pap test** every three years. Women between the ages of 30 and 65 should be tested every five years if it is a pap test combined with a human papillomavirus test. A pap test is the best way to detect pre-cancerous cells that may lead to cervical cancer. Routine cervical cancer screening is covered under your benefits, at no cost to you.

Yearly mammograms are recommended for women age 40 and older, and are covered under your benefits at no cost to you. A mammogram can help your doctor find breast cancer early – often one and a half to two years before a lump is big enough to be felt.

## Words to know

**Pap test:** A cervical cancer screening





## Help for pregnant women:

### Mom's GEMS

If you think you are pregnant, call your Ob/Gyn or CNM right away for an appointment. As a mother-to-be, you can join the Mom's GEMS Program. GEMS stands for "Getting Early Maternity Services." Mom's GEMS is designed to help you get good **prenatal care**, regular checkups, nutrition advice and **postpartum** information after your baby is born.

Once you learn you are pregnant, you will need to notify your County Board of Social Services, to ensure you keep your NJ FamilyCare eligibility throughout your pregnancy.

### When you are pregnant, you should see your Ob/Gyn:

- At least once during the first two months, or once you know you are pregnant
- Every four weeks during the first six months
- Every two weeks during the seventh and eighth month
- Every week during the last month

You should visit your Ob/Gyn as scheduled after the birth of your baby for a postpartum visit.

If you are pregnant or have children, you may be eligible for an extra program called WIC (Women, Infants and Children). This program gives you nutritional benefits, such as free milk, eggs and cheese. To apply for WIC in New Jersey, contact your local WIC agency to set up an appointment.

Horizon NJ Health can also help you with lactation services, such as breastfeeding classes/counseling and getting a breast pump and supplies.

## BabyGEMS app

Download the free BabyGEMS app to get personalized information about your pregnancy. You can track your baby's health through every stage, connect with Horizon NJ Health resources like the Mom's GEMS Prenatal Program, view health milestones for you and your baby, find answers to common pregnancy questions and much more. You can continue to use the app after your baby is born to record your baby's growth and find information about postpartum care.

Text *GEMS* to **1-855-553-0461** to download the app for free.

## Is your family growing or changing?

Do you have a new family member or a new baby? Call Member Services at **1-800-682-9090 (TTY 711)**, and tell us right away and we will help you get your new family member enrolled. Also, it is very important to tell your County Board of Social Services caseworker or Health Benefits Coordinator. Your child must be enrolled in the NJ FamilyCare program to be enrolled in Horizon NJ Health.

## Keeping your children healthy

The Early Periodic Screening, Diagnostic and Treatment (**EPSDT**) program is a government mandate that helps keep your children healthy. Horizon NJ Health has several programs to make sure your children get all of the EPSDT benefits through age 21.

The EPSDT program helps keep your child's immunizations and well-child visits on track and reminds parents to have their child's PCP screen for medical problems early and continue to check for problems as the child grows.

## Words to know

**Prenatal care:** Care for pregnant women

**Postpartum:** Care for a woman after she delivers a baby

**EPSDT:** Stands for Early and Periodic Screening, Diagnostic and Treatment. This is a group of tests required for children up to age 21 to make sure they are getting appropriate care.



# Programs for you and your family *(continued)*

Taking your children to the doctor is very important for their healthy growth and development. Your children need to go to the doctor several times a year up to age 2 and at least once a year from 2 to 20 years old. Babies should see their doctor at the following ages.

- Newborn – 3 days post hospital discharge
- Under 6 weeks
- 2 months           • 4 months
- 6 months           • 9 months
- 12 months         • 15 months
- 18 months         • 24 months
- And once a year through age 20

During well-child visits, the doctor will check your child's vision, teeth, hearing, nutrition, growth and development, treat any problems and refer your child to a specialist, if needed. The doctor will also perform lead screenings to find out if your child has been exposed to dangerous levels of lead from paint or other sources. These visits are also a good time to ask questions and talk about any problems or concerns you have.

Horizon NJ Health covers all of these services for members up to the age of 21.

Horizon NJ Health also covers prescription and non-prescription drugs, in-home ventilator services and private-duty nursing for children, when needed.

Remember that immunizations are safe and effective. By getting your child immunized, you can protect your child from serious illnesses, such as:

- Mumps               • Measles
- Polio                 • Meningitis
- Rubella             • Diphtheria
- Chicken pox       • Tetanus
- Influenza           • Hepatitis B
- Rotavirus           • Pertussis
- Hepatitis A         • Pneumococcal invasive disease

Children should get these immunizations before their second birthday.

Children should have their first dental exam when they are a year old, or when they get their first tooth. The NJ Smiles program allows non-dental providers to perform oral screenings, caries risk assessments, anticipatory guidance and fluoride varnish applications for children through age 6. If additional care is needed, members can find a comprehensive list of dentists who treat children 6 years of age or younger in Horizon NJ Health's "NJ Smiles Directory." This separate list of dentists is located on [horizonNJhealth.com](http://horizonNJhealth.com) under *Member Support*, then select *Resources*.

## Services for you:



Horizon NJ Health helps members manage many health issues. Call toll free at **1-800-682-9094** (TTY 711) for information about these issues:

- Mom's GEMS (prenatal care)
- Childhood Wellness (immunizations and well-child visits)
- Lead
- Complex Case Management
- Asthma
- Diabetes
- Congestive Heart Failure (CHF)
- Hypertension
- COPD
- HIV/AIDS



## Children with special health care needs

Horizon NJ Health has a special program for children who need extra care. Our Care Management Department can help coordinate complex health care and psychosocial needs for children enrolled in Horizon NJ Health identified as having special needs. Horizon NJ Health's Care Management team will help make sure that the child's medical needs are met and they receive the support they need.

Children with special needs also have Early Periodic Screening, Diagnostic and Treatment (EPSDT) benefits to help keep them healthy. Horizon NJ Health helps promote and maintain the health of your children from birth until they are 21 years old. This program helps keep your child's immunizations and well-child visits on track and reminds parents to have their child's PCP screen for medical problems early and keep checking for problems to help prevent serious disease as the child grows. Children with special needs have an additional dental benefit of four preventive visits per year.

If your child has a condition that needs ongoing care from a participating specialist or has a life-threatening or disabling condition or disease, your child can go to the specialist as often as needed to treat the condition.

Children with a special need may be able to have a Horizon NJ Health participating specialist as their PCP. You may also request an authorization to certain care facilities for highly specialized care or to continue care with a non-participating doctor when necessary.

## Test your child for lead poisoning

According to New Jersey state law, your child must be tested for **lead** poisoning, first between 9 and 18 months old (preferably at 12 months) and again between 18 and 26 months (preferably at 24 months old). Any child who is 6 months of age or older and is exposed to a known or suspected lead hazard should have a lead test done immediately. Children between the ages of 27 months and 6 years old should be tested if not previously tested. Lead care management is given to all Horizon NJ Health members up to 6 years of age who have high blood lead levels. Lead Care Managers are nurses who work with you to help keep your child lead free. The lead program gives you information about keeping your home lead free and safe. You will get information on blood lead levels and preventive measures, including housekeeping, hygiene, appropriate nutrition and why it is so important that you follow your doctor's instructions when dealing with lead problems.

A Horizon NJ Health nurse will work with your child's PCP, the Department of Health, WIC and laboratories to make sure that any high blood lead levels found in your child are lowered so your child stays healthy.

## Asthma management

Horizon NJ Health has clinical staff available to help you or your child greatly lower the risk of asthma attacks.

You will learn what "triggers" your asthma attacks and how to avoid these triggers. This has helped many children and adults. Peak flow meters and spacers are available with a prescription from your PCP. It is important to take your asthma medication as prescribed by your doctor, even if you don't feel any symptoms.

## Words to know

**Lead:** Can be found in places you don't expect. Cooking utensils, toys and candies imported from other countries may contain lead.





## Diabetes disease management

Horizon NJ Health has clinical staff available to help any member who has been diagnosed with diabetes. Horizon NJ Health can help members learn to manage their diabetes. It is important for diabetics to complete recommended screenings such as lab tests, and seeing an eye doctor for a retinal exam. Routine screenings will monitor your diabetes and can be an early indicator that your condition may be getting worse.

Diabetic education materials about meal planning, insulin and medication use are available, and Horizon NJ Health will help members find a diabetic specialist and/or nutritionist.

You can get prescriptions for insulin and syringes from your PCP. Diabetic testing machines and supplies are also available with a prescription from your PCP.

## Congestive Heart Failure (CHF) management

Horizon NJ Health has clinical staff available to help you improve your quality of life, reduce hospitalizations and emergency room visits and provide you with more information about CHF.

Members are given helpful tips to reduce symptoms of CHF, such as how a proper diet and medicine can control blood pressure. Horizon NJ Health can help coordinate your health care between your PCP and specialist.

## Hypertension management

Hypertension is most commonly called high blood pressure. It is known as a “silent killer” because there are usually no symptoms. Horizon NJ Health will help members learn about high blood pressure, its signs and symptoms, medicine and how to manage their blood pressure and prevent stroke.

## COPD management

COPD stands for chronic obstructive pulmonary disease. Clinical staff are available to help members with COPD to help them learn more about this disease and how to reduce symptoms.

## HIV/AIDS management

Horizon NJ Health has Care Managers to help members diagnosed with HIV or AIDS. Horizon NJ Health works closely with members and their doctors to create and coordinate the best plan of care.

**If you no longer wish to be enrolled in a disease management program, please call our Care Management Department toll free at 1-800-682-9094 (TTY 711).**



## Horizon Neighbors in Health: Education Works

As a Horizon NJ Health member, you can earn a high school diploma through our **Horizon Neighbors in Health: Education Works** program at no cost to you. The program will:

- **Connect you** with groups in your area to help you study.
- **Give you telephone coaching** throughout the process to help you stay on track.
- **Work with you one-on-one** to understand your situation and remove any barriers that are preventing you from getting your high school diploma, such as transportation to the testing center or childcare during the test.\*
- **Pay** the pre-test and test fees.\*\*

To learn more, call **1-609-537-2076 (TTY 711)**, Monday through Friday, 9 a.m. to 5 p.m., ET or visit **horizonNJhealth.com/EducationWorks**.

\*Services will be provided when needed. Not all members will receive these services.

\*\*Limited to three attempts.

## Words to know

**COPD:** A lung disease that makes it hard to breathe

