

Your Personal Doctor

Your Primary Care Provider (PCP) can arrange all of your care

If you need medical care, call your doctor's office first – at any time, 24 hours a day, seven days a week. Your doctor will know how to help. Most non-emergency health care services must be planned through your PCP.

Your health services are covered 24 hours a day, seven days a week. Horizon NJ Health covers services by PCPs, specialists, dentists, dental specialists, certified nurse midwives, certified nurse practitioners, clinical nurse specialists, physician assistants and independent clinics in Horizon NJ Health's network. Your PCP may sometimes ask other health care providers to help you and your family get care quickly.

Questions and answers about your doctor and dentist

Q. If I have Medicare and NJ FamilyCare, do I need to see my Horizon NJ Health PCP?

A. For most health services, you can see your Medicare doctors as long as they accept patients who have Medicare. NJ FamilyCare covers some services that Original Medicare does not cover, including:

- Dental services
- Vision services
- Hearing services
- Incontinence supplies
- Personal care assistant services (for certain members)
- Medical day care (for certain members)
- Personal Preference Program (for certain members)

For these services, you should only see a doctor in the Horizon NJ Health network.

Q. What if I want to change my doctor?

A. You can change your PCP at any time, unless you're in a Provider Lock-in Program. Member Services can help you choose a new doctor and will send you a new Horizon NJ Health member ID card with the new doctor's name and phone number. You can also request to change your PCP through horizonNJhealth.com.

Sometimes, Horizon NJ Health can deny a request to change to a new doctor, including:

- If a PCP asks that a member not be included on his or her list of patients
- If a PCP has too many patients to take any more

Creating a positive, healthy relationship with your doctor is important. If a PCP believes that he or she cannot do this with a member, they may ask that the member be changed to another PCP. A PCP may ask that a member be changed to another doctor if:

- They cannot resolve conflicts with the member
- A member does not follow health care instructions, which stops the doctor from safely or ethically proceeding with the member's health care services
- A member has taken legal action against the PCP

Your Personal Doctor (continued)

Q. How do I find a dentist or dental specialist?

A. If you need to find a dentist or a dental specialist, you can select one from our list of participating providers at horizonNJhealth.com. Click *Find a Doctor* and select *Dentist*, or call Member Services for assistance at **1-800-682-9090** (TTY **711**). You do not need a referral to see a participating dental specialist.

You can also change your dentist when you sign in to horizonNJhealth.com.

Q. How do I know if I should go to a doctor or dentist for care?

A. Dental treatment usually involves services performed on the teeth or performed to fix or replace teeth, such as fillings, extractions (removing teeth), dentures and crowns (caps). Some treatments may require seeing a dental specialist, such as an oral and maxillofacial surgeon or a maxillofacial prosthodontist (replacement of facial structures lost to disease or trauma).

Medical treatment involves services not directly involving the teeth, such as treatment for broken jaws, removal of cysts and benign or malignant tumors in the mouth.

If you are unsure, you can also call Member Services for help at **1-800-682-9090** (TTY **711**).

Q. What if I need to see a specialist?

A. There may be times when your PCP decides to send you to a participating **specialist**. If you have a condition that needs ongoing care from a participating specialist (such as kidney disease or HIV) or you have a life-threatening or disabling condition or disease, the specialist may be able to act as your PCP and specialty care provider.

Q. What if my condition requires care from a doctor or dentist who does not participate with Horizon NJ Health?

A. Horizon NJ Health has thousands of doctors, general dentists and medical and dental specialists throughout New Jersey in our network. If we do not have a doctor to care for your condition, we will work with your PCP or dentist to make sure you get the care you need.

You may also get special approval from Horizon NJ Health for an out-of-network doctor if you need it. Your doctor or dentist will need to contact Horizon NJ Health. If you use an out-of-network doctor without approval from Horizon NJ Health, you will have to pay for those services on your own.



What if I cannot reach my doctor or dentist right away?

There could be times – maybe at night or on weekends – when your doctor or dentist is not in the office. You should still call your doctor's or dentist's office. Your doctor or dentist has a plan in place to help you even if the office is closed.



Words to Know

Specialist: A doctor or dentist who has been specially trained in a certain field of medicine, like a cardiologist, Ob/Gyn or orthodontist.

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Q. What if I want a second opinion?

- A. You can ask for another opinion for any medical, behavioral health, dental or surgical diagnosis. Talk to your PCP, behavioral health provider or dentist about a second opinion. He or she will make all of the arrangements, or you may call Member Services for help finding another provider.

Make an appointment right away

After you become a member of Horizon NJ Health, we will call you or your authorized personal representative to welcome you to the plan, explain our benefits and services, and give you information about being a member.

You should see your PCP soon after you become a member. A baseline physical will let your doctor review your health and health history and can prevent future health problems. We will urge your PCP's office to contact you to schedule the appointment if you do not schedule one. Your PCP's office should schedule appointments for routine visits within 28 days of your request. If you need to see your PCP before you get your member ID card, call Member Services. We will help make arrangements for you to see your PCP.

Now is a good time to schedule a dental exam. Children and adults should get a dental exam and have their teeth cleaned twice a year. Members with special needs are eligible for more frequent visits.

If your effective date of enrollment is different from the date given to you by your Health Benefits Coordinator, Horizon NJ Health will notify you (or an authorized person when applicable) of the new date of enrollment.

Very important: Keep your appointments!

Showing up for every appointment is the only way your doctor and dentist can make sure that you and your family are getting the quality care you deserve. Your doctor has saved time to see you. If you cannot keep an appointment, call and let your doctor or dentist know right away, at least 24 hours before the appointment. You should make every effort to be on time to your appointment.

When you are sick or injured and need care, call your doctor or dentist right away for an appointment.



Regular Checkups are Important

Regular medical and dental exams and tests can help find problems early, when your chances for treatment are better. The services and screenings you need depend on your age, health and family history, lifestyle choices (like what you eat, how active you are and whether you smoke) and other factors.



When you are sick, your doctor will see you (or your child) on the same day in most cases.

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Appointment availability

Emergency services:

Immediately

Urgent care (not life-threatening):

Within 24 hours of calling

Sick visits:

Within 72 hours

Routine care (checkups for illness, such as diabetes):

Within 28 days

Specialist care:

Within four weeks for routine care, or within 24 hours for emergencies

New member physicals:

Within 90 days of initial enrollment for children and DDD adults; Within 180 days of initial enrollment for adults

Routine physicals (for school, camp, work, etc.):

Within four weeks

Prenatal care:

Within three weeks after a positive pregnancy test (three days if high risk)

- First and second trimester:
Within seven days

- Third trimester: Within three days

Lab and radiology services:

Within three weeks for routine care and 48 hours for urgent care; your results will be available within 10 business days for routine care and 24 hours for urgent care

Dental care:

Within 30 days for routine care, three days for urgent care (not life-threatening) and 48 hours for emergencies

Behavioral health care:

Within 7 to 10 business days for routine care and 24 hours for urgent care

If you have an emergency, you will be seen immediately when you get to your behavioral health office or facility.

Doctor office wait times:

When you arrive on time for your appointment, you should not have to wait longer than 45 minutes to see your doctor.