

Horizon NJ Health evaluates and approves new technology, including reviewing guidelines from Horizon Healthcare of New Jersey, Inc., leading medical literature and published clinical guidelines and speaking with experts in specific areas, including practicing doctors. We do all of this to make sure that you are receiving the best possible health care.

If you would like a copy of the clinical or preventive guidelines that Horizon NJ Health follows, call Member Services at **1-844-444-4410**, (TTY **711**). The guidelines are also available on our website at **horizonNJhealth.com/clinicalguidelines**.

We value your opinion

Every few months, Horizon NJ Health hosts a community health advisory meeting with members, community health advocates and community leaders to talk about ways to improve member services, health education and member outreach activities. If you would like to join us at this meeting, email Horizon NJ Health's Marketing Department at **HNJHAnswers@horizonNJhealth.com**.

Member satisfaction survey results

Each year, Horizon NJ Health members are asked about their satisfaction with their health plan and providers. This is called the Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey. Answers to these questions help us improve the services that we provide. Results of the most recent member satisfaction survey are available at **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 financial reward agreements to pay some doctors more (bonuses) based on many things, such as member satisfaction, quality of care, control of costs and use of services. Financial incentives do not encourage decisions that result in providing fewer services. Horizon NJ Health does not reward providers for issuing denials of coverage.

Medical decision-making

Utilization Management (UM) decisions are made based on the member's health care needs and benefits. Horizon NJ Health does not offer rewards or pay to those who make UM decisions. Horizon NJ Health does not offer any rewards or pay 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 discussing all treatment options with their patients, even if the service(s) is not a covered benefit.