



Always carry it with you

Before your membership begins, a Horizon NJ Health MLTSS member ID card is mailed to you. Always carry your Horizon NJ Health ID card with you. It is one of the most important cards you have.

Show your card every time you get health care – when you see your personal Horizon NJ Health doctor or dentist, when you visit a specialist, when you fill a prescription, when you have lab work done, and if you go to a hospital Emergency Room (ER). You can use your card as long as you are a member.

Please keep your Horizon NJ Health MLTSS member ID card safe and never let anyone else use or borrow it. It is illegal to lend your member ID card or number to anyone. You could lose your NJ FamilyCare benefits and may even go to jail.

What is on the ID card

- Name of the member
- Effective date – the date your Horizon NJ Health benefits begin
- Your doctor's name and phone number
- A phone number to help you access information on your dental benefits
- Our toll-free Member Services phone number
- Information on what to do in an emergency

Lost or stolen ID cards

If your member ID card is lost or stolen, call Member Services right away. We will send you a new one.

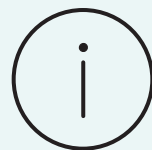
Other ID cards

You should carry your Health Benefits Identification (HBID) card sent to you by the State of New Jersey, along with your Horizon NJ Health member ID card and any other cards for other health insurance you may have, including Medicare. Show all your cards any time you visit a doctor, dentist, hospital, pharmacy, lab or other provider. This will help make sure that all your providers know how to bill for services or prescriptions.

You will need to show your doctor the HBID card to get NJ FamilyCare Fee-for-Service **benefits** not covered by Horizon NJ Health (see the *Your Benefits* section on page 15).

Words to know

Benefit: Service given to a person that is paid for by the health plan.





Dental benefit indication

Member name

Member ID number

Primary Care Provider

Primary Care Provider phone

Issue date

Effective date



**NJ FamilyCare
Managed Long Term
Services & Supports
(MLTSS)**

NAME

MEMBER ID NO: YHZ

PCP

PHONE

ISSUE DATE

EFFECTIVE

BC/BS Plan Codes 280/780

horizonNJhealth.com

Dental Benefit

No Copayments

Pharmacies Group: **HORIZON, BIN 610606,
ProCtrl: HMC**

086-19-153



Independent licensees of the Blue Cross and Blue Shield Association.

horizonNJhealth.com

MLTSS Member Services
(including dental and vision): **1-844-444-4410**

TTY: **711**

MLTSS Provider Services: **1-855-777-0123**

Dental Provider Services: **1-855-878-5368**

Prior Authorization: **1-800-682-9094**

- Always carry this ID card. You must use your selected Primary Care Provider (PCP) for medical care. Members with Medicare Advantage or other insurance must use that plan's PCP. Refer to the member handbook for specific copay information.

- **EMERGENCIES** — If you are having an emergency, call "911." You do not need approval to go to the ER. If you get emergency care, you should follow up with your PCP within 24 hours or as soon as possible.

- Hospitals must call to verify eligibility and obtain precertification for inpatient and outpatient hospital services.
- Standard Claims: Horizon NJ Health Claims Processing Department
PO Box 24078 Newark, NJ 07101-0406
- Dental Claims: Horizon NJ Health,
PO Box 299, Milwaukee, WI 53201
- Outside of NJ, the member only has coverage for urgent and emergent care. Out of state, non-Horizon NJ Health providers: submit claims to local BCBS plan.

Member Services

Emergencies