



# Healthy Horizons

Issue 2, 2021



[HorizonBlue.com/Medicare](https://HorizonBlue.com/Medicare)



We're glad you're a member of Horizon. We want you to know about everything you get with your health plan, so you can get the most from it. If you have any questions, please call Member Services at **1-800-365-2223 (TTY 711)**, weekdays, from 8 a.m. to 8 p.m., Eastern Time (ET). You can also visit **HorizonBlue.com** or use the **Horizon Blue App** to learn more about your plan.

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# 24/7 care is in the palm of your hand with the Horizon Blue app

Our team of experienced nurses is available to support you, anytime. Our nurses can talk with you about your symptoms and help you decide on next steps for care.

### How to access Nurse Chat:

- Download the app by going to **HorizonBlue.com/mobile/download** or text **GETAPP** to **422-272**.
- Sign in with your username and password.
- Click **24/7 Nurse Chat** to speak with a nurse.



## Got your phone? You can access your member ID card.



Your member ID card is key to getting care with your Horizon plan. There are two ways to get your member ID card online, anytime:

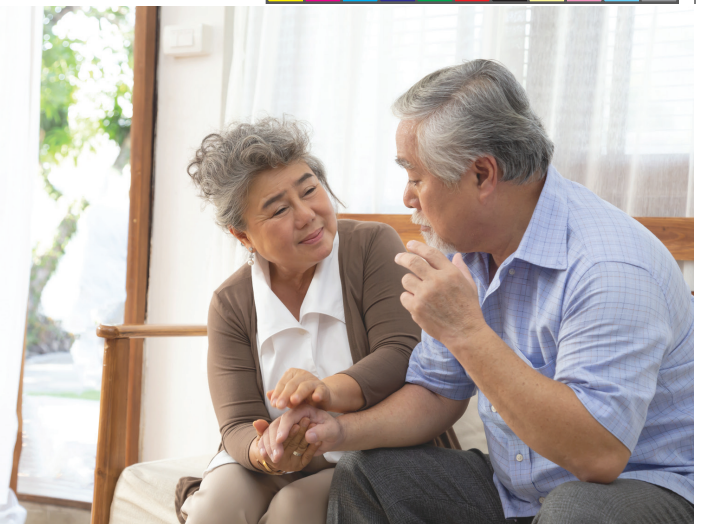
1. Use the **Horizon Blue App** to view your member ID card on your smartphone. To get the app, text **GetApp** to **422-272** or download it from the App Store® or Google Play™. Once you're signed in to the app, tap *ID Cards* to view, download and share your member ID card with your doctors. There is no cost to download the **Horizon Blue App**.
2. Sign in at **HorizonBlue.com**. Select *ID Cards* and follow the prompts to print, download or request a new card. You may only be able to view and print a proof of coverage letter, which includes the same information as a member ID card.



## How to share your member ID card with your doctor:

- When you use the **Horizon Blue app**, you can download your member ID card to share it with your doctor.
- If you are at the doctor's office but don't have your phone, your doctor's office can access your member ID card through NaviNet®, an online tool for health care professionals.

# Coping with cognitive impairment? You are not alone.



Cognitive impairment is when a person has trouble remembering, learning new things, concentrating or making decisions. It can range from mild to severe. Cognitive impairment is something that affects many people at some point. In fact, over 16 million adults in the United States are living with cognitive impairment.

## In older adults, cognitive impairment can be caused by many factors, such as:

- Medication side effects
- Illness
- Depression
- Dementia
- Alzheimer's disease

Some of these causes, like medication side effects and illness, can be reversed. Causes like dementia and Alzheimer's disease cannot be reversed. However, symptoms can improve with treatment, and families can prepare to offer support. That's why it's important to discuss any concerns you might have about cognitive impairment with your doctor. Even if the diagnosis isn't what you hoped, you and your family can make a plan to make sure you get the care you need.

## Other online resources include:

- The National Institute on Aging: [nia.nih.gov/health/taking-care-yourself-tips-caregivers](https://nia.nih.gov/health/taking-care-yourself-tips-caregivers)
- Family Caregiver Alliance: [caregiver.org](https://caregiver.org)
- Alzheimer's Association: [alz.org](https://alz.org)

## Common signs of cognitive impairment

- Memory loss
- Asking the same questions or repeating the same stories frequently
- Difficulty recognizing familiar people and places
- Changes in mood or behavior
- Difficulty planning or carrying out everyday tasks, like following a recipe or keeping track of monthly bills

## You are not alone

Call our Care Management Team at **1-888-621-5894 (TTY 711)**, option **2**. Our team is ready to help you, weekdays, from 8 a.m. to 5 p.m., ET.

## For caregivers:

English- and Spanish-speaking support groups are available to help you. Please call **1-888-280-6055 (TTY 711)** to connect with one of New Jersey's dementia experts. You can also visit Alzheimer's New Jersey at [alznj.org](https://alznj.org).

Sources: [nia.nih.gov/health/assessing-cognitive-impairment-older-patients](https://nia.nih.gov/health/assessing-cognitive-impairment-older-patients)

[cdc.gov/aging/pdf/cognitive\\_impairment/cogimp\\_poilicy\\_final.pdf](https://cdc.gov/aging/pdf/cognitive_impairment/cogimp_poilicy_final.pdf)



## When to go to the Emergency Room (ER)

When you're sick, it's sometimes hard to know if you should go to the ER. A true medical emergency means that not getting immediate medical care could put your health in serious danger. Some medical conditions are emergencies because they need very quick treatments that are only available in a hospital setting.

### Examples include:

- Bleeding that can't be stopped
- Broken bones
- Chest pain
- Drug overdose
- Fainting or dizziness
- Problems breathing, moving or speaking
- Thoughts of hurting yourself or others
- Sudden numbness or weakness

If your symptoms come on slowly or you're unsure if you are having a medical emergency, call your doctor. He or she may be able to see you that day and can give you advice about what to do next.

### What to do after a hospital visit

After a hospital stay or ER visit, the most important thing is to make an appointment with your Primary Care Physician (PCP) as soon as you get home.

### Your PCP knows your health history and can:

- Answer your questions
- Explain any tests that were performed in the hospital
- Review your medicines, including any new ones that were prescribed
- Coordinate follow-up care with a specialist

If you can't call your PCP for an appointment, ask a friend or family member to call for you. You can also call our Care Management Department for help making an appointment with your PCP after a hospital stay. Call **1-888-621-5894 (TTY 711)** option **2**, then option **1**, weekdays, from 8 a.m. to 5 p.m., ET.



## If the care you need is no longer covered by your benefits

If your covered benefits are exhausted while you still need care, we will work with you to identify alternatives and resources for continuing care and how to obtain it, as appropriate. If you are receiving care and have received notice that your benefits are running out, contact a Care Manager at **1-888-621-5894 (TTY 711)**. We will help you find the resources you need.



## Is it a stroke? Act F.A.S.T.

Stroke is a major cause of death and disability for older Americans. However, fast treatment can save lives and prevent damage.

### Know the signs

Use the acronym **F.A.S.T** to know when to get help for yourself or someone else:

- F** ace drooping
- A** rm weakness
- S** peech difficulty
- T** ime to call **911**

### How to lower your risk

- **Stick to a healthy diet.** Limit saturated fats, trans fats, cholesterol and sodium.
- **Maintain a healthy weight.** Talk to your doctor about your Body Mass Index (BMI) and how to keep it in a healthy range.
- **Stay active.** Aim for two hours and 30 minutes of moderate physical activity, such as brisk walking, each week.
- **Don't smoke.** If you smoke, ask your doctor for help with quitting.
- **Limit alcohol.** Men should have two or fewer drinks per day; women should have one or fewer.

Source: [cdc.gov/stroke/index.htm](https://www.cdc.gov/stroke/index.htm)





# COVID-19 vaccines available for everyone ages 12 years and up

Every person in the United States, ages 12 and older, is eligible to get a COVID-19 vaccine. The vaccines are safe and effective. It's our best shot to end the pandemic. Protect yourself and others by getting your vaccine as soon as you can.

## How will I feel after being vaccinated?

After you get the COVID-19 vaccine, you may have mild side effects like fever, headaches or soreness at the injection site. That's a sign that the vaccine is working. You can take over-the-counter medicines, like acetaminophen or ibuprofen, to feel more comfortable. Even if you have side effects after your first dose of the two-dose vaccines, it's important to get your second dose to become fully vaccinated.

## How can I get my vaccine?

- Find appointments near you at **VaccineFinder.org** or call **1-800-CDC-INFO (1-800-232-4636)**.
- Check your local pharmacy's website to see if vaccination appointments are available, or if they accept walk-ins.

If you are in an area with a high rate of transmission, the Centers for Disease Control (CDC) recommends wearing a mask indoors in public locations, even if you are vaccinated. This will help protect yourself and others from the Delta variant. Continue to check for updates to CDC guidance at [cdc.gov/coronavirus/2019-ncov/index.html](https://www.cdc.gov/coronavirus/2019-ncov/index.html).

## First aid for seizures

Seizures can happen quickly, and it's important to know how to care for someone who is having a seizure. First aid for seizures involves keeping a person safe until the seizure stops by itself.

### If someone is having a seizure, you should:

- Call **911**, and check for a medical bracelet.
- Ease the person onto the floor.
- Gently turn the person onto his or her side.
- Clear the area of anything hard or sharp.
- Place something soft under the person's head.
- Loosen tight clothing around the neck.
- Time the seizure.
- Stay with the person until the seizure ends.
- Stay calm.

**You should never put anything in the person's mouth or hold the person down or try to stop his/her movements.**

If you have seizures or care for someone who does, ask your doctor for more information about what to do during and after a seizure.

Sources: American Epilepsy Society, [aesnet.org](https://www.aesnet.org), Centers for Disease Control & Prevention, [cdc.gov/epilepsy/about/first-aid.htm](https://www.cdc.gov/epilepsy/about/first-aid.htm)



## Could you use an extra \$225?

The Horizon *Healthy Journey* program can help you get the preventive screenings you need. Earn up to \$225 in gift cards when you complete eligible preventive health screenings throughout the year:

Screening	Gift card amount
Annual wellness visit	\$25
Breast cancer screening	\$50
Diabetic eye exam	\$50
Colorectal cancer screening	\$50
Bone density test	\$50

You can choose a gift card to Target, Walmart or CVS. Screenings must be completed between **January 1, 2021** and **December 31, 2021**, and you have until **January 31, 2022** to redeem your rewards. Keep an eye on your mail for more information. You can also learn more by calling the Horizon *Healthy Journey* line at **1-844-754-2451 (TTY 711)**, weekdays, from 8:30 a.m. to 5 p.m., ET, or visiting **HorizonBlue.com/HorizonHealthyJourney**.

### Do you need to find a doctor?

Our network is always growing. Visit **doctorfinder.HorizonBlue.com** to search for a doctor near you. You can also call **1-800-365-2223 (TTY 711)**, and a Member Services representative will be happy to help.

Preventive health screenings are important — we don't want you to miss one! That's why you might get a phone call or mailing from the Horizon *Healthy Journey* program to remind you when it's time for your preventive health screenings. Make sure to schedule your preventive health appointments!





# Enjoy summer and stay safe

This is the time of year when many of us enjoy getting outdoors, visiting the beach or mountains, gardening or taking walks. Here are some tips to stay safe from heat stroke and enjoy the season.

## Don't let heat stroke sneak up on you

Heat stroke can happen to anyone, and if you are older or have health problems, your risk for this serious condition may be higher.

### Risk factors for heat stroke:

- Heart, lung or kidney disease
- Blood vessel problems
- Certain medications
- Being very overweight or underweight
- Drinking alcohol

### Signs of heat stroke:

- Fainting or becoming unconscious
- A change in behavior — confusion, agitation, staggering, being grouchy or acting strangely
- Body temperature over 104°F (40°C)
- Dry, flushed skin and a strong, rapid pulse or a slow, weak pulse
- Not sweating, even if it's hot

Sources: [nia.nih.gov/health/hot-weather-safety-older-adults](http://nia.nih.gov/health/hot-weather-safety-older-adults)

## What to do if you or someone else shows signs of heat stroke:

- Get out of the sun and into a cool place — air-conditioning is best. Lie down and rest.
- Drink fluids, but avoid alcohol and caffeine. Water and fruit or vegetable juices are good choices.
- Shower, bathe or sponge off with cool water.
- Visit your doctor, or go to an ER if you don't cool down quickly.

## How to beat the heat:

- Drink plenty of fluids, like water or fruit juices.
- Keep your home cool. Use fans and air-conditioning. If possible, try not to use the oven, and keep your blinds or curtains closed during the hottest part of the day.
- If your home is hot during the day, try to spend some time at a place with air-conditioning, like a library, senior center or shopping mall.
- Dress in loose-fitting, lightweight clothing.
- Don't exercise outside or do outdoor activities during the hottest part of the day.





## Introducing Accredo® – specialty medicines with care and convenience

Now it's even easier to get the specialty medicines you need with smooth delivery and personalized care with Accredo.

### You can get:

- Access to 99.9% of specialty medicines, so you may be more likely to get all your specialty medicines from one pharmacy
- Simple communication, including refill reminders through phone, email or text
- A mobile app that allows you to refill and track prescriptions, make payments and set reminders to take your medicines\*
- One-on-one counseling and support for your specific health condition
- Free standard delivery
- 24/7 support

To get started, call a patient advocate at **1-833-715-0979 (TTY 711)**, and they'll work with your doctor to get everything set up for you. You can also find more information at **Accredo.com**.

\*Not all medicines can be refilled on the app.



## Do you have questions about what your plan covers?

You can find information about your plan benefits in your Evidence of Coverage. To request a printed copy of this document for free, you can:

- Visit **Medicare.HorizonBlue.com/Members**
- Submit the online form at **Mydirectory.HorizonBlue.com**
- Call **1-800-365-2223 (TTY 711)**
- You can also download your Evidence of Coverage directly at **HorizonBlue.com/PlanDocuments**

# Notice of Nondiscrimination

Every member is important to us. We do not discriminate against or exclude people or treat them differently on the basis of race, color, gender, national origin, age, disability, pregnancy, gender identity, sex, sexual orientation or health status in the administration of the plan, including enrollment and benefit determinations. To help our members communicate with us, we offer free aids and services to people with disabilities (for example, qualified language interpreters and information in other formats) and to those whose primary language is not English (for example, information in other languages).

## Contacting Member Services

Call Member Services at **1-800-365-2223 (TTY 711)** or the phone number on the back of your member ID card, if you need the free aids and services noted above and for **all other Member Services issues**.

## Filing a Section 1557 Grievance

If you believe that Horizon BCBSNJ has failed to provide the free communication aids and services or discriminated against you for one of the reasons described above, you can file a discrimination complaint also known as a Section 1557 Grievance. Horizon BCBSNJ's Civil Rights Coordinator can be reached by calling the Member Services number on the back of your member ID card or by writing to:

**Horizon BCBSNJ  
Civil Rights Coordinator - PP-16F  
PO Box 420  
Newark, NJ 07101**

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights Complaint Portal, online at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail at **U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201** or by phone at **1-800-368-1019** or **1-800-537-7697** (TDD). OCR Complaint forms are available at [www.hhs.gov/ocr/office/file/index.html](http://www.hhs.gov/ocr/office/file/index.html).

## Language assistance

Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-844-498-9393 (TTY 711)**.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-844-498-9393 (TTY 711)**。

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.

**1-844-498-9393 (TTY 711)** 번으로 전화해 주십시오.

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-844-498-9393 (TTY 711)**.

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરી **1-844-498-9393 (TTY 711)**.

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer **1-844-498-9393 (TTY 711)**.

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-844-498-9393 (TTY 711)**.

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-844-498-9393** (رقم هاتف الصم والبكم 711).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-844-498-9393 (TTY 711)**.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-844-498-9393 (телетайп 711)**.

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-844-498-9393 (TTY 711)**.

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं।

**1-844-498-9393 (TTY 711)** पर कॉल करें।

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-844-498-9393 (TTY 711)**.

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-844-498-9393 (ATS 711)**.

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں

**1-844-498-9393 (TTY 711)**.



HorizonBlue.com/Medicare

# Healthy Horizons

## Health and Wellness or Prevention Information

Prime Therapeutics is an independent company that supports Horizon BCBSNJ in the administration of its Part D Prescription Drug program. Prime Therapeutics has an ownership interest in AllianceRx Walgreens Prime, a central specialty and home delivery pharmacy.

There is no charge to download the **Horizon Blue App** but rates from your wireless provider may apply. Apple and the Apple logo are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc., registered in the U.S. and other countries. Google Play and the Google Play logo are trademarks of Google LLC.

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Horizon Blue Cross Blue Shield of New Jersey is on Facebook®, [facebook.com/HorizonBCBSNJ](https://www.facebook.com/HorizonBCBSNJ).



Stay up to date with the latest company news and health and wellness information. Follow us on Twitter,™ [twitter.com/HorizonBCBSNJ](https://twitter.com/HorizonBCBSNJ).