

# At your service

**On the Internet:** Register for Member Online Services at [HorizonBlue.com](http://HorizonBlue.com), and you can:

- ▶ Check the status of your claims.
- ▶ View and print a temporary ID card.
- ▶ Update your Coordination of Benefits (COB) information.
- ▶ View referrals and authorizations.
- ▶ View your enrollment history.
- ▶ Sign up to receive paperless Explanation of Benefits (EOBs).

You can also visit our health and wellness section that offers information on:

- ▶ Health topics important to you and your family.
- ▶ Pregnancy and baby care.
- ▶ Lifestyle and wellness.
- ▶ Alternative health.
- ▶ Fitness and nutrition.
- ▶ Self-care centers and more.

If you need help accessing Horizon BCBSNJ's Member Online Services, please send an email to [Member\\_Portal@HorizonBlue.com](mailto:Member_Portal@HorizonBlue.com). When using or registering for Member Online Services, please keep these tips in mind:

- ▶ You must have a valid email address.
- ▶ The operating systems that work with Member Online Services are MS Windows and Mac OS.
- ▶ The browsers that are supported are Internet Explorer (up to version 8), Firefox 3, Chrome and Safari.
- ▶ The mobile browsers that are supported are iPhone OS, Android OS, Blackberry OS and Windows Mobile OS.
- ▶ You will need Adobe Acrobat Reader 6 or higher to view select content.

And, with the Horizon Blue App, connecting to your health care is easier than ever. Just download the Horizon Blue App to your iPhone® or Android™ device\* for access to everything from your health plan information to the *Provider Directory*.

**By phone:** Need an answer to a benefit question? You can reach our Member Services team for information about your plan. Just call **1-800-355-BLUE (2583)**, Monday, Tuesday, Wednesday and Friday, from 8 a.m. to 6 p.m., Eastern Time (ET), and on Thursday, from 9 a.m. to 6 p.m., ET.\*\*

You can also use our easy Interactive Voice Response (IVR) system\*\*\* 24 hours a day, seven days a week. Call **1-800-355-BLUE (2583)** to use the IVR system for member-related information and services, including claims status, enrollment verification, benefit information and more.

\* There is no charge from Horizon BCBSNJ to download the Horizon Blue App, but rates from your wireless provider may apply.

\*\* Hours may be extended until 8 p.m. for certain members. \*\*\* Generally available on weekends and holidays.

