



Quick Reference Guide

Horizon Blue Cross Blue Shield of New Jersey's
Horizon Care@Home Program*

Horizon Blue Cross Blue Shield of New Jersey

Services Coordinated by CareCentrix

- Durable medical equipment (DME)
- Orthotics and prosthetics (O&P)
- Home infusion therapy (HIT) services
- Home health services (HHS), including in-home nursing services, physical therapy, occupational therapy and speech therapy
- Medical foods (Enteral)
- Diabetic and other medical supplies (DOMS)

Service Coordination Process

- Requests to arrange for the above services are submitted through ECIN/Allscripts, fax or phone to CareCentrix.
- CareCentrix registers the case request in its system and undertakes arranging for service delivery.
- Services that are subject to prior authorization are reviewed against the patient's health plan's medical necessity and coverage guidelines/criteria by a Physician Reviewer. Services that meet criteria are approved for coverage. If it's determined that the services are not medically necessary, a written denial is issued, subject to appeal rights.
- CareCentrix will match the patient with an appropriate network provider for all approved/covered services.
- The selected provider contacts the patient and arranges to begin care within the requested start-of-care time frame.
- CareCentrix calls the referral source with the name and phone number of selected direct care provider.
- The discharge planner is encouraged to call with any questions related to home care services prior to making a request for services.

Contact Modes

Contact Horizon Care@Home to arrange for services:

By Phone: 1-855-243-3321

By Fax: 1-866-522-8555

Electronic: ECIN/Allscripts

Normal business hours: 8 a.m. to 6 p.m., Eastern Time, with on-call availability for after-hours/emergencies

Horizon BCBSNJ Plans Coordinated

The following plans are coordinated by CareCentrix for Horizon Care@Home:

- Commercial (insured and self-insured)
- Medicare Advantage
- FEP®
- State – SHBP & SEHBP NJ Direct

Info Needed To Complete a Service Request

- First and last name of patient
- Address where service is to be rendered
- Patient's phone number with area code
- Patient's date of birth
- Diagnosis to support requested service(s)
- Start-of-care date
- Service(s) required
- Ordering physician name and phone number
- Insurance information

Administrative Contact Information

For questions on a case that is in process:

Care and Service Center: 1-888-375-6435

- June Gibson, Ops Manager, Ext. 112383
- Molly Braithwaite, Ops Manager, Ext. 112132

For concerns or assistance needed with care coordination:

Client Services: 1-888-375-6435

- Dawn Davis, Client Service Specialist, Ext.133176
- Debaney Benton RN, Clinical Director, Ext. 132127



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