

Get 24/7 urgent medical care with Horizon CareOnlineSM

Did you know that you have access to Horizon CareOnline, a confidential telemedicine service? Whether you've used this service yet or not, there are a few things we want you to know so you get the most from your health plan and Horizon CareOnline.

To help you get the care you need, **effective immediately and through June 13, 2020**, you can use Horizon CareOnline for any covered service and you won't have any out-of-pocket costs. Please be patient as wait times may be longer than normal.



What is Horizon CareOnline?

With Horizon CareOnline, you can get urgent medical care, 24/7, from U.S. board-certified, licensed doctors for common health conditions, such as:

- Colds and flu
- Abdominal pain
- Sinusitis
- Fever
- Skin irritations

You can also see a licensed psychiatrist, psychologist or social worker for treatment for anxiety, depression and more. Professionals are available by appointment, every day, from 7 a.m. to 11 p.m.



How do I register for Horizon CareOnline?

- 1 Go to HorizonCareOnline.com.
- 2 Enter your name and email, and create a password. Then click *Sign Up*.
- 3 Select your State, Date of Birth and Gender. Click *Enter*.
- 4 For *Do you have health insurance?*, enter *Yes*, then select *Horizon Blue Cross Blue Shield of New Jersey* as your health plan.
- 5 **IMPORTANT:** Enter the subscriber ID number from your member ID card. You must enter the subscriber ID number so that your out-of-pocket costs are waived effective immediately through June 13, 2020.
- 6 For *Are you the primary subscriber?*, select YES or NO.
 - If **NO**, add the subscriber's name, date of birth and your relationship to the subscriber.

Horizon CareOnline does not replace your relationship with the primary doctor or behavioral health professional you may see on a regular basis. If you need help with Horizon CareOnline, send an email to HorizonCareOnline@AmericanWell.com.

Horizon Blue Cross Blue Shield of New Jersey complies with applicable Federal civil rights laws and does not discriminate against nor does it 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.

Spanish (Español): Para ayuda en español, llame al **1-855-477-AZUL (2985) (TTY 711)**.

Chinese (中文): 如需中文協助, 請致電 **1-800-355-BLUE (2583) (TTY 711)**.

For more information, visit info.americanwell.com/where-can-i-see-a-doctor-online. American Well is an independent company that supports Horizon Blue Cross Blue Shield of New Jersey in the administration of telemedicine services. Horizon Blue Cross Blue Shield of New Jersey is an independent licensee of the Blue Cross and Blue Shield Association. The Blue Cross® and Blue Shield® names and symbols are registered marks of the Blue Cross and Blue Shield Association. The Horizon® name and symbols are registered marks, and Horizon CareOnlineSM is a service mark, of Horizon Blue Cross Blue Shield of New Jersey.

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