



Horizon Blue Cross Blue Shield of New Jersey\*



## Caring for Special Needs Members

**Horizon NJ Health**

210 Silvia Street  
West Trenton, NJ 08628  
Phone: (800) 682-9091

### **Our Pledge to Special Needs Members**

Horizon NJ Health strives to ensure that services provided to Special Needs enrollees are equal in quality and accessibility to services provided to all other Horizon NJ Health members. To this end Horizon NJ Health has created the Care Coordination Unit to assist you in coordinating care for our Special Needs Members.

### **Who are Horizon NJ Health's Special Needs Members?**

Adults with Special Needs are individuals who have complex/chronic medical conditions requiring specialized health care services. These individuals may have physical, mental, substance abuse and/or developmental disabilities and include persons who are homeless. Children with Special Needs are individuals who have or are at increased risk of having a chronic physical, developmental, behavioral or emotional condition and who require health and related services of a type or amount which exceed that required by children generally.

Horizon NJ Health identifies Special Needs enrollees through the following:

- State file of DDD members
- Referrals from enrollment questionnaire (Plan Selection Form)
- Referrals from specialists, PCPs and other agency case managers
- Community referrals ie. County Based Case Management (Special Child Health Services)
- Self referral
- Internal referrals

### **How Can the Care Coordination Unit Help?**

The Care Coordination Unit will be the primary contact for coordination of any services required by the Special Needs member. If you have a patient who is enrolled with Horizon NJ Health and has a physical and or developmental disability or catastrophic illness, you may contact the Care Coordination Unit at 1-800-682-9094 (Prompt #2) to request an evaluation. A nurse or social worker assigned to the member's county of residence will conduct the screening assessment via telephone or in person. The screening will permit the determination of the level of care management they require.

Transition planning is intended to transition the member into Horizon NJ Health. Transition planning includes, but is not limited to:

- Review of existing care plans
- A plan to ensure continuous care during the transfer of coverage
- Assurance that required durable medical equipment, transportation and at home nursing is available

Planning shall take no more than ten business days from the effective date of enrollment and identification of a special need or within 30 days after special conditions are identified by a provider for an existing enrollee.

After a member has been determined as having special needs, a Complex Needs Assessment will be performed by the Care Coordination Unit. This review is conducted

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via telephone and a form is completed with the information. The Complex Needs Assessment consists of the following:

- Review of diagnoses to determine physical condition.
- Review of psycho-social and developmental functioning.
- Evaluation of existing medical/community relationships or linkages.
- Review of pharmaceutical and medical utilization.

Horizon NJ Health will use the Complex Needs Assessment to assign each identified Special Needs member to one of the following three “levels”:

- Level 1-Low complexity
- Level 2-Moderate complexity
- Level 3-High complexity

All care plans typically involve coordination of services for DME, social case management, transportation, pharmacy, home health, community resources, etc.

The Care Coordination Unit, in collaboration with the PCP or specialist, will develop a plan of care which addresses both the physical and psychosocial needs of the Special Needs member. The plan will also serve as a means of identifying appropriate community resources. The member and the PCP/specialist will receive a copy of the care plan to use as a reference when making appointments with various providers.

### **Who Conducts Follow Up?**

Once the care plan has been developed, the Care Coordination Unit will follow up with the member/family to assess whether or not the member is achieving expected results and contact the PCP/specialist to discuss the case as needed. As the needs of the member change, the care plan will be updated.

### **Can Non-Participating Providers Render Service?**

Horizon NJ Health encourages the use of participating providers, however, non-participating providers may be used if the following two conditions exist:

- An existing relationship has been established between the Special Needs member and a non-participating provider and
- There is not an appropriate provider to render the needed service within the network.

### **Who Should You Contact?**

The following telephone number and fax number will enable you to directly access the Care Coordination Unit:

Phone #	1-800-682-9094 (Prompt #2)
Fax	609-538-0932
Provider Services	1-800-682-9091

Please keep in mind that the Care Coordination Unit should be your primary point of contact and they are available to assist you in caring for your patients.

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