

# Important phone numbers



<b>Member services</b>	A knowledgeable representative is available 24 hours a day, seven days a week to help you: <b>1-800-682-9090</b>
<b>Horizon NJ Health enrollment hotline</b>	If you, a friend or a family member need help enrolling or making any changes to a provider: <b>1-800-637-2997</b>
<b>Horizon NJ Health Care Manager</b>	To speak with one of our experienced and compassionate Care Managers or to learn about our health management programs: <b>1-800-682-9094 x89634</b>
<b>Dental services</b>	Call Member Services at <b>1-800-682-9090 (TTY 711)</b> .
<b>24/7 Nurse Line</b>	If you have questions about your health, preventive screenings, medications or test results, or just need peace of mind, you'll get reliable, expert advice you can count on: <b>1-800-711-5952</b>
<b>NJ FamilyCare Health Benefits Coordinator (HBC)</b>	For questions about the status of your NJ FamilyCare application or renewal date at <b>1-800-701-0710 (TTY 1-800-701-0720)</b>
<b>Behavioral health services</b>	Your mental health and physical health are equally important to your overall health and well-being. Horizon Behavioral Health <sup>SM</sup> can help you manage all aspects of your health and get access to the level of care and support you need.
<b>Dedicated support 24/7</b>	<p>We understand that asking for help can be scary, but you are not alone. Don't be afraid to ask for help to get an appointment right away or help understanding your benefits. The dedicated Horizon Behavioral Health care team will work with you, your family, caretakers and doctors to make sure you are getting the treatment and support you need.</p> <p>Members enrolled with Division of Developmental Disabilities (DDD), call Horizon Behavioral Health<sup>SM</sup> at <b>1-800-682-9090 (TTY 711)</b>.</p> <p>Members not enrolled with DDD can call their local Medical Assistance Customer Center (MACC) for mental health services. To find the number of a local MACC, call the NJ FamilyCare hotline toll free at <b>1-800-356-1561 (TTY 711)</b>.</p> <p>For community-based substance use disorder services, call ReachNJ, the New Jersey Addiction Services Hotline at <b>1-844-REACHNJ (1-844-732-2465) (TTY 711)</b>, 24 hours a day, seven days a week.</p>
<b>Choice counseling services</b>	Members who would like help understanding the information given in printed materials can call NJ FamilyCare at <b>1-800-701-0710 (TTY 1-800-701-0720)</b> .
<b>Printed member materials</b>	If you need additional materials, like a provider directory, please call <b>1-800-682-9090 (TTY 711)</b> . There is no charge for printed materials, and the request will be processed within five (5) business days.
<b>TTY services</b>	<b>711</b>