



Our multilingual Member Services staff is ready to help you get the most out of your Horizon NJ Health membership, 24 hours a day, seven days a week, including holidays. Any time you have a question about your **benefits**, how Horizon NJ Health works or how to get the care you need, give us a call. Our toll-free number is printed on your member ID card and is on our website at **horizonNJhealth.com**.

To help you learn how Horizon NJ Health works and how to get the most out of your benefits, a Member Services representative will call you when your membership begins. This is the perfect time to ask any questions you may have.

We also offer educational and outreach activities throughout the year. Member Services can give you details about times and locations of outreach events. Call **1-800-682-9090 (TTY 711)**.

Secure member web portal

As a Horizon NJ Health member, you have access to our secure member web portal. The following features will be available to you once you sign up:

- **Request an ID card** – easily request for a new ID card to be mailed to you.
- **View your covered benefits** – learn about your benefit level, what is covered under your plan, and whether or not you have copays for certain services.
- **Complete a health assessment** – complete a Health Needs Survey, learn about your health risks and see how you can make changes to your lifestyle to improve your health.
- **Change your PCP** – search for a new PCP and make changes online.
- **Wellness Topics** – get personalized health news articles based on the information you provide in your health assessment.
- **Enroll in a disease management program** – if you have a chronic condition, like asthma or diabetes, we can help you manage your health issue(s).

- **Enroll in Mom's GEMS (Getting Early Maternity Services) program** – if you are pregnant, you can enroll in this program to get information for a healthy pregnancy and healthy baby.

To register for the secure member web portal, visit **horizonNJhealth.com** and click *Member Sign In*.

We encourage you to sign up as soon as possible. This self-service tool is a useful resource for managing your health plan!

Translation services and audio/visual information

We have staff members who can speak many languages. If we do not speak your language, we can connect you to someone who does. We can arrange for a translator to talk over the phone with you and your doctor to help during your doctor's visit. Horizon NJ Health can coordinate a sign language interpreter to be with you at the doctor's office.

Translators will make sure that your doctor knows what you are saying and you know what the doctor is saying. With the translator's help, you can get answers to all of your questions.

There is no cost to you to use our translation or sign language interpreter services. To schedule this service, call Member Services at **1-800-682-9090 (TTY 711)**.

All Horizon NJ Health member information is available in Spanish. If you need information printed in another language, call Member Services. Materials for the visually and hearing impaired are also available through Member Services, including Braille, large print and listening systems.

Words to know

Benefit: Service given to a person that is paid for by the health plan.

