

# Your member ID card

## Always carry it with you

Before your membership begins, a Horizon NJ Health member ID card is mailed to you. Everyone in your family who is a Horizon NJ Health member will get his or her own card. Always carry your Horizon NJ Health member ID card with you. It is one of the most important cards you have.

Show your card every time you get health care – when you see your personal Horizon NJ Health doctor or dentist, when you visit a specialist, when you fill a prescription, when you have lab work done, and if you go to a hospital Emergency Room (ER). You can use your card as long as you are a member.

Please keep your Horizon NJ Health member ID card safe and never let anyone else use or borrow it. It is illegal to lend your member ID card or number to anyone. You could lose your NJ FamilyCare benefits and may even go to jail.

## What is on the card

- Name of the member
- Effective date – the date your Horizon NJ Health benefits begin
- Your doctor's name and phone number
- A phone number to help you access information on your dental benefits
- Your copay (if you have one) for visiting your doctor, dentist, ER or filling a prescription.
- Our toll-free Member Services phone number
- Information on what to do in an emergency

## Lost or stolen ID cards

If your member ID card is lost or stolen, call Member Services right away. We will cancel your old card and send you a new one.

## Other ID cards


You should carry your Health Benefits Identification (HBID) card sent to you by the State of New Jersey, your Horizon NJ Health ID card and cards for any other health insurance you may have, including Medicare. Show all your cards any time you visit a doctor, dentist, hospital, pharmacy, lab or other provider. This will help make sure that all your providers know how to bill for that service, supply or prescription.

You will need to show your doctor the HBID card to get NJ FamilyCare Fee-for-Service benefits not covered by Horizon NJ Health (see the *Your Benefits and Services* section on page 18).



### Dental benefit indication

Member name \_\_\_\_\_  
 Member ID number \_\_\_\_\_  
 Primary Care Provider \_\_\_\_\_  
 Primary Care Provider phone \_\_\_\_\_  
 Issue date \_\_\_\_\_  
 Effective date \_\_\_\_\_




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**NJ FamilyCare**

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Plan \_\_\_\_\_

Dental Benefit ← \_\_\_\_\_

Emergency \$ \_\_\_\_\_

PCP Copay \$ ← \_\_\_\_\_

Dental Copay \$ \_\_\_\_\_

Specialist Copay \$ \_\_\_\_\_

Rx Generic \$ \_\_\_\_\_

Rx Brand \$ \_\_\_\_\_


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Pharmacies Group: HORIZON, BIN 610606,  
 ProCtrl: HMC

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086-19-153

Copay amount



Independent licensees of the Blue Cross and Blue Shield Association.

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- Always carry this ID card. You must use your selected Primary Care Provider (PCP) for medical care. Members with Medicare Advantage or other insurance must use that plan's PCP. Refer to the member handbook for specific copay information.
- EMERGENCIES — If you are having an emergency, call "911." You do not need approval to go to the ER. If you get emergency care, you should follow up with your PCP within 24 hours or as soon as possible.

**horizonNJhealth.com**

Member Services  
 (including dental and vision): **1-800-682-9090**  
 TTY: 711

Provider Services: **1-800-682-9091**

Dental Provider Services: **1-855-878-5368**

Hospital or Pharmacy Prior Auth: **1-800-682-9094**

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- Hospitals must call to verify eligibility and obtain precertification for inpatient and outpatient hospital services.
- Standard Claims: Horizon NJ Health Claims Processing Department  
 PO Box 24078 Newark, NJ 07101-0406
- Dental Claims: Horizon NJ Health,  
 PO Box 299, Milwaukee, WI 53201
- Outside of NJ, the member only has coverage for urgent and emergent care. Out of state, non-Horizon NJ Health providers: submit claims to local BCBS plan.

Member Services

Emergencies