

Your personal doctor

Your Primary Care Provider (PCP) arranges all of your care

Call your doctor's office first – at any time, 24 hours a day, seven days a week – whenever you need medical care. Your doctor will know how to help. Most non-emergency health care services must be planned through your Horizon NJ Health PCP.

Your health services are covered 24 hours a day, seven days a week. Horizon NJ Health covers services by PCPs, specialists, dentists, dental specialists, certified nurse midwives, certified nurse practitioners, clinical nurse specialists, physician assistants and independent clinics in Horizon NJ Health's network. Your PCP may sometimes ask other health care providers to help give timely care to you and your family.

What if I cannot reach my doctor or dentist right away?



There could be times – maybe at night or on weekends – when your doctor or dentist is not in the office. You should still call your doctor's or dentist's office. Your doctor or dentist has made arrangements to help you even if the office is closed.

Questions and answers about your doctor and dentist

Q. If I have Medicare and NJ FamilyCare, do I need to see my Horizon NJ Health PCP?

A. For most health services, you can see your Medicare doctors as long as they accept patients who have Medicare. There are health services that Original Medicare does not cover, but NJ FamilyCare does. These include:

- Dental services
- Vision services
- Hearing services
- Incontinence supplies
- Personal care assistant services (for certain members)
- Medical day care (for certain members)
- Personal Preference Program (for certain members)

For these services, you should only see a doctor in the Horizon NJ Health network.

Q. What if I want to change my doctor?

A. You can change your PCP at any time.* Member Services can help you choose a new doctor and will send you a new Horizon NJ Health ID card with the new doctor's name and phone number. You can also request to change your PCP through horizonNJhealth.com.

Sometimes, Horizon NJ Health reserves the right to deny a request to change to a new doctor. Situations where Horizon NJ Health may deny a request include:

- If a PCP asks that a member not be included on his or her list of patients
- If a PCP has too many patients to take any more

*Unless the panel is full or you are in a Provider Lock-in Program.



Creating a positive, healthy relationship with your doctor is important. If your PCP believes that he or she cannot do this with a member, they may ask that the member be changed to another PCP. Other times in which a PCP may ask that a member be changed to another doctor include:

- If they cannot resolve conflicts with the member
- If a member does not follow health care instructions, which stops the doctor from safely or ethically proceeding with the member's health care services
- If a member has taken legal action against the PCP

Q. What if I want to change my dentist?

- A. If you want to change your dentist, you may select one from our list of participating providers at horizonNJhealth.com. Click *Find a Doctor* and select *Dentist*, or call Member Services for assistance at **1-800-682-9090** (TTY **711**).

You can also change your dentist when you sign in to horizonNJhealth.com.

Q. How do I know if I should go to a doctor or dentist for care?

- A. Dental treatment usually involves services performed on the teeth or performed to fix or replace teeth, such as fillings, extractions (removing teeth), dentures and crowns (caps). Treatment of the oral cavity and supporting structures may require seeing a dental specialist, oral surgeon or maxillofacial surgeon.

Medical treatment most often involves services not directly involving the teeth, such as treatment for broken jaws or removal of cysts and benign or malignant tumors in the mouth, and maxillofacial prosthetics (replacement of facial structures lost to disease or trauma).

If you are unsure, you can also call Member Services for help at **1-800-682-9090** (TTY **711**).

Q. What if I need to see a specialist?

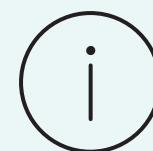
- A. There may be times when your PCP decides to send you to a participating **specialist**. If you have a condition that needs ongoing care from a participating specialist (such as kidney disease or HIV) or you have a life-threatening or disabling condition or disease, the specialist may be able to act as your PCP and specialty care provider.

Q. What if my condition requires care from a doctor or dentist who does not participate with Horizon NJ Health?

- A. Horizon NJ Health has thousands of doctors, general dentists and medical and dental specialists throughout New Jersey in our network. If we do not have a doctor to care for your condition, we will work with your PCP or dentist to make sure you get the care you need. You may also get special approval from Horizon NJ Health for an out-of-network doctor if your medical condition requires. Your doctor or dentist will need to contact Horizon NJ Health and talk to our Authorization unit. If you use an out-of-network doctor without approval from Horizon NJ Health, you will have to pay for those services on your own.

Words to know

Specialist: A doctor or dentist who has been specially trained in a certain field of medicine, like a cardiologist, Ob/Gyn or orthodontist.



Your personal doctor *(continued)*

Q. What if I want a second opinion?

A. You can ask for another opinion for any medical, dental or surgical diagnosis. Talk to your PCP or dentist about a second opinion. He or she will make all of the arrangements, or you may call Member Services for help finding another doctor.

Make an appointment right away

After you become a member of Horizon NJ Health, we will call you or your authorized personal representative to welcome you to the plan, explain our benefits and services, and give you information about being a member.

You should see your PCP soon after you become a member. A baseline physical will let your doctor measure your health, review your health history and help prevent future health problems. We will encourage your PCP's office to contact you to schedule the appointment if you do not schedule one. Your PCP's office should schedule appointments for routine visits within 28 days of your request.

Regular checkups are important

Regular medical and dental exams and tests can help find problems before they start. They can also help find problems early, when your chances for treatment and a cure are better, helping your chances for a longer, healthier life. Your age, health and family history, lifestyle choices (like what you eat, how active you are and whether you smoke) and other factors impact what services and screenings you need and how often you need them.



Now is a good time to schedule a dental exam. Children and adults should get a dental exam and have their teeth cleaned twice a year. Members with special needs are eligible for more frequent visits.

If your effective date of enrollment is different from the date given to you by your Health Benefits Coordinator, Horizon NJ Health will notify you (or an authorized person when applicable) of the new date of enrollment.

If you need to see your PCP before you get your member ID card, call Member Services. A representative will help make arrangements for you to see your PCP.

Very important: Keep your appointments!

Showing up for every doctor's appointment is the only way your doctor and dentist can make sure that you and your family are getting the quality care you deserve. Your doctor has saved time to see you. If you cannot keep an appointment, call and let your doctor or dentist know right away, at least 24 hours before the appointment. That way, your doctor can use the time to help another patient. You should make every effort to be on time to your appointment.

When you are sick or injured and need care, call your doctor or dentist right away for an appointment. Sometimes, it can take awhile to get an appointment, so do not delay in calling to schedule one.



Appointment availability

Emergency services: When you show up at an emergency site, you will be seen immediately.

Urgent care: Within 24 hours of calling, your doctor will see you. Urgent care is when you need immediate medical attention but your concern is not life-threatening.

Symptomatic acute care: You will be seen within 72 hours. Having the flu is an example of this type of care.

Routine care: Checkups for illness, such as diabetes or high blood pressure, are available within 28 days.

Specialist care: Care can be received within four weeks for routine care, or within 24 hours if it is an emergency.

New member physicals: Appointments should be made within 90 days of initial enrollment for children and adult clients of DDD and 180 days of initial enrollment for adults.

Routine physicals: Physicals needed for school, camp, work, etc. are scheduled within four weeks.

Prenatal care: If you have a positive pregnancy test, your first appointment will be scheduled within three weeks. If you are identified as having a "high-risk" pregnancy, your appointment will be within three days. During a woman's first and second trimester, appointments are available within seven days of the request. Appointments are available within three days during the third trimester of pregnancy.

Lab and radiology services: Appointments are available within three weeks for routine care and 48 hours for urgent care. Your results will be available within 10 business days of receipt, or 24 hours for urgent care.

Dental care: Emergency care is available within 48 hours, urgent care within three days and routine care within 30 days.

Behavioral health care: Appointments are available within 10 days for routine care and 24 hours for urgent care.

If you have an emergency, you will be seen immediately when you get to your behavioral health office or facility.

Remember:

- If you or your child is sick, your doctor will see you the same day in most cases.
- When you get to the doctor's office on time for your appointment, you should not have to wait longer than 45 minutes.

