Top 10 Questions Asked by New Members

Member Services is available 24 hours a day, seven days a week, to help answer any questions about your Horizon NJ Health benefits. Call toll free at 1-800-682-9090 (TTY 711) to speak with a representative today.

1. How do I know if a doctor or dentist is a Horizon NJ Health provider?
   **Answer:** A copy of the Provider Directory for your area is included in your Welcome Kit. A Provider Directory is a list of Horizon NJ Health providers, dentists, hospitals and specialists. We will send you a new directory every year. Member Services will also mail you a copy whenever you wish. A searchable Provider Directory is also available on our website at horizonNJhealth.com.

2. Can I go to a doctor or dentist who is not a part of Horizon NJ Health?
   **Answer:** You must use a provider who is contracted with Horizon NJ Health. Each member chooses or is assigned a Primary Care Provider (PCP). Your assigned PCP will coordinate all of your health care needs. If you receive care from a provider who does not participate with Horizon NJ Health without our approval, you may be responsible for the cost of the care.

3. Can I change my PCP?
   **Answer:** Call Member Services at 1-800-682-9090 (TTY 711) and they will help you choose a new PCP. You will get a new member ID card with the updated information. If you need to visit your PCP before you receive your new card, let Member Services know, and they will help you.

4. Do I need a referral to see a specialist?
   **Answer:** Yes. All visits to a specialist must be coordinated with your PCP. Your PCP can send an electronic referral to the specialist or give you one to bring with you. You do not need a referral to visit a dentist, Ob/Gyn, to have routine eye care or to get a mammogram.

5. Do I have dental coverage?
   **Answer:** Yes. Your dental coverage is shown on your Horizon NJ Health member ID card.

6. If I have an emergency and the nearest hospital is not a part of Horizon NJ Health, will I have to pay the bill?
   **Answer:** No. In case of an emergency, always go to the nearest hospital for care. You do not need to get approval from Horizon NJ Health to go to the Emergency Room (ER).

7. What do I do if I get a bill from a doctor?
   **Answer:** You should not receive bills for services covered by your plan. If you do get a bill, call Member Services at 1-800-682-9090 (TTY 711). They will give you instructions on what to do.

(continued on reverse)
8. How do I keep my coverage?

Answer: NJ FamilyCare members need to renew their eligibility every year. Failure to renew in a timely manner may result in termination of eligibility. Contact your county caseworker or the NJ FamilyCare Health Benefits Coordinator at 1-800-701-0710 (TTY 1-800-701-0720) for your renewal dates.

9. How do I enroll my newborn?

Answer: To enroll your newborn baby, call NJ FamilyCare at 1-800-701-0710 (TTY 1-800-701-0720). Your child must be enrolled in NJ FamilyCare to be enrolled in Horizon NJ Health.

10. What is the phone number for NJ FamilyCare?

Answer: The State's Health Benefits Coordinator for NJ FamilyCare can be reached toll free at 1-800-701-0710. Hearing impaired members can call the TTY number at 1-800-701-0720.

Member Services 1-800-682-9090 (TTY 711)

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-800-682-9090 (TTY 711). This document is also available in other languages, as well as other formats, such as large print and Braille.

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Spanish (Español): Para ayuda en español, llame al 1-800-682-9090 (TTY 711).

Chinese (中文): 如需中文協助, 請致電 1-800-682-9090 (TTY 711)。

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