

Care Notes

Issue 3, 2020





Your health is important to us. That's why our Member Services Representatives are specially trained to help you understand your benefits so you can reach your best health. If you have any questions, please call us at **1-844-444-4410** (TTY 711). We're here for you 24 hours a day, seven days a week, 365 days a year.

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Feed your healthy lifestyle

Making healthy food choices is an important way to manage your health and well-being. The foods you eat can affect your body, mood and energy levels. When you choose foods that are nutritious and low in saturated fats, sodium and added sugar, you can stay healthier now and in the future.

Five food groups

Aim for a balance of healthy foods and beverages from these groups:



Fruits

- Choose fresh, canned (in water or 100% juice), frozen or dried fruit
- Most fruits are low in calories, fat and sodium and contain important nutrients like:
 - Potassium
 - Dietary fiber
 - Vitamin C
 - Folic acid



Vegetables

- Fill half your plate with vegetables and fruits
- Choose red, orange and dark-green vegetables like red peppers, carrots and broccoli
- If eating canned vegetables, choose options that are “reduced sodium,” “low sodium” or “no salt added”



Grains

- Choose whole grains over highly-processed grains
- Try whole wheat pasta and brown rice in place of white pasta or white rice
- Eat 100% whole wheat bread instead of white bread
- Look for these words as the first whole grain listed on the Nutrition Facts label:
 - Whole wheat
 - Buckwheat
 - Whole rye
 - Whole oats
 - Bulgur
 - Brown rice
 - Wild rice
 - Oatmeal
 - Whole grain cornmeal



Dairy

- Choose low-fat (1%) or fat-free (skim) milk, yogurt and cheese
- If you are allergic to milk or cannot digest lactose, choose lactose-free, rice or soy milk that has at least 300 mg of calcium per serving



Protein

- Proteins from animal sources include meat, poultry, seafood and eggs. If you choose to eat animal protein:
 - Choose lean or low-fat cuts of meat like turkey, chicken or pork. Remove the fat and skin from the meat and stick with a 3-ounce portion, which is about the size of a deck of cards
 - Fish and poultry have less saturated fat than other animal proteins. Try to eat seafood twice a week, and choose fish that is rich in omega-3 fatty acids like salmon or mackerel
- Proteins from plant sources are low in saturated fat and high in fiber, including:
 - Beans
 - Peas
 - Lentils
 - Soy products
 - Unsalted nuts and seeds

Visit [choosemyplate.gov](https://www.choosemyplate.gov) to find resources and tools to help you make healthy choices.

Source: United States Department of Agriculture, [choosemyplate.gov](https://www.choosemyplate.gov)



5 ways to keep your smile healthy



Good oral health is important to your body's overall health. You should visit your dentist twice a year for an oral exam and cleaning. **These twice-yearly checkups are covered under your plan.** You do not need prior authorization from Horizon NJ Health for routine dental care, such as regular cleanings, fillings and X-rays.

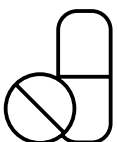
How to keep your mouth healthy:

1. Brush teeth twice a day with a fluoride toothpaste.
2. Floss between teeth at least once a day.
3. Avoid sugary foods and drinks.
4. Do not use any tobacco products. If you smoke, quit.
5. Complete all courses of treatment your dentist recommends.

If you need help finding a dentist, visit horizonNJhealth.com/findadoctor and choose *Dentist* from the dropdown menu. You can also call Member Services at **1-800-682-9090** (TTY **711**).

Source: Centers for Disease Control and Prevention, [cdc.gov](https://www.cdc.gov)

Your covered medicines



Horizon NJ Health has a formulary list, also called a Prescription Drug Listing, that lists all the medicines we cover under your plan. If you want information about your prescription medicine, such as an explanation and listing of step therapy, quantity/age limits and if your medicine requires prior authorization (approval), please visit horizonNJhealth.com/covered_drugs.

Are you getting enough sleep?

Getting enough quality sleep is not just important for your physical health, but also for your brain function and well-being. Sleep also supports growth and development in children and teens.

How much sleep do you need?

Age	Daily recommended amount of sleep
Infants 4-12 months old	12-16 hours
Children 1-2 years old	11-14 hours
Children 3-5 years old	10-13 hours
Children 6-12 years old	9-12 hours
Teens 13-18 years old	8-10 hours
Adults 18 years and older	7-8 hours

If you don't get enough sleep, you can develop a condition called sleep deprivation. Sleep deprivation can lead to mental and physical health problems. It can also lead to issues with safety, like driving. Talk to your doctor if you have trouble getting enough quality sleep.

Follow these tips for better sleep

- Go to sleep and wake up at the same time every day – even on weekends.
- Make sure your bedroom is dark, quiet, relaxing and at a comfortable temperature.
- Remove electronics like TVs, smart phones and computers from your bedroom, and avoid using electronics at least 30 minutes before bedtime.
- Avoid large meals, alcohol and caffeine before bedtime.
- Exercise regularly.

Source: National Heart, Lung, and Blood Institute, [nhlbi.nih.gov/health-topics/sleep-deprivation-and-deficiency](https://www.nhlbi.nih.gov/health-topics/sleep-deprivation-and-deficiency)
[cdc.gov](https://www.cdc.gov)

Your laboratory services provider

If your doctor prescribes any lab tests, use Laboratory Corporation of America® Holdings (LabCorp) to complete them. LabCorp is your laboratory services provider. To find a LabCorp location near you, visit horizonNJhealth.com/findadoctor. Select *Other HealthCare Services* from the dropdown menu, then type *Laboratory* in the *Service Type* dropdown menu.

LabCorp offers convenient online scheduling for appointments throughout New Jersey. Visit LabCorp.com/PSC to find a Patient Service Center near you. Walk-in patients are also welcome. LabCorp will send your test results to your doctor but you can also register at Patient.LabCorp.com to download and print your test results.

Do you want to get your high school diploma? We can help.

Having a high school diploma can open up so many doors, including better job opportunities. **Horizon Neighbors in Health: Education Works** is a program we offer to our members to help them get there. We offer a custom plan that fits your lifestyle, to help you study for and get your diploma – **all at no cost to you!**

Horizon Neighbors in Health: Education Works will:



Connect you to groups in your area to help you study



Work with you one-on-one to understand your situation and remove any barriers that are preventing you from getting your diploma, such as transportation to the testing center or childcare during the test*



Give you telephone coaching to help you stay on track



Pay the pre-test and test fees**

To enroll, you must:

- Be a current Horizon NJ Health member
- Have a valid photo ID card, such as a driver's license or state ID card
- Be 18 years of age or older
- Not have a high school diploma or equivalent
- Not be enrolled in an accredited high school

For more information, call **1-800-682-9094 x52076 (TTY 711)**, Monday through Friday, 9 a.m to 5 p.m., Eastern Time (ET), or email EducationWorks@HorizonBlue.com.

* Services will be provided when needed. Not all members will receive these services.

** Limited to three attempts.



Protecting yourself during the COVID-19 pandemic

The COVID-19 public emergency has changed so much for so many people, but there are steps you can take to protect yourself and others around you. The Centers for Disease Control and Prevention (CDC) recommends that you follow these guidelines to avoid COVID-19 illness:

- **Wash your hands:** Use soap and water for 20 seconds.
 - If soap and water is not available, use hand sanitizer that contains at least 60% alcohol.
- **Avoid touching your mouth, nose and eyes.**
- **Practice social distancing:** Do your part to stay 6 feet apart from other people.
- **Wear a mouth and nose covering:** When you're out in public wear a cloth mask or other non-medical face covering.
- **Clean and disinfect:** Clean high-touch surfaces like door knobs, light switches and countertops.

There is currently no vaccine to protect against COVID-19, and older adults and people with severe health conditions (like lung disease or diabetes) are at a higher risk for developing serious complications from COVID-19. If you believe you may have been exposed to someone with COVID-19, or you are experiencing symptoms, please call your doctor.

Making it easier to get care – No referrals!

We want you to be able to get the care you need, when you need it. That's why you don't need a referral to see in-network specialists. To find an in-network specialist, please visit horizonNJhealth.com/findadoctor or call Member Services at **1-844-444-4410 (TTY 711)**, 24 hours a day, seven days a week.

Keep your vaccines up to date

Give yourself and your loved ones the best prevention against preventable diseases by staying up to date on your vaccines. Protection from vaccines you received as a child can wear off over time, so you may need boosters, or additional vaccines. Your annual wellness visit is the perfect time to talk to your Primary Care Provider (PCP) about these recommended vaccines for adults:

Vaccine	Protects against	Age/How often
Seasonal influenza	Flu	Everyone 6 months and older should get a flu shot each year.
Tdap or Td	Pertussis (also known as Whooping Cough), tetanus and diphtheria	Adults 19 years and older, 1 dose Tdap, then Td or Tdap booster every 10 years.
MMR	Measles, mumps and rubella	Adults 19 years and older, 1 or 2 doses depending if born in 1957 or later.
Pneumoccal (PCV13 and PPSV23)	Pneumonia	Adults 65 years and older, two doses, the second at least a year after the first.
Shingles	Shingles	Adults 50 years and older, two doses two to six months apart.

Your doctor may also recommend vaccines for hepatitis A, B, meningococcal disease, and human papillomavirus (HPV). Talk to your doctor today to see if your vaccines are up to date.



Children follow a different immunization schedule than adults. Be sure to follow the vaccine schedule recommended by your child's doctor.



Stay active for a healthier you

Regular physical activity can greatly benefit your health. Moving more and sitting less is important for your overall health and well-being, and it helps you stay at a healthy weight. Exercising keeps your heart healthy, reduces stress and helps you sleep better. Try to stay active each day.

Physical activity recommendations by age:

Children 3-5 years old

- Physical activity throughout each day

Children and adolescents 6-17 years old

- At least 60 minutes or more of moderate to vigorous physical activity (such as running or soccer) at least 3 days a week
 - Include activities that strengthen muscles and bones such as climbing, gymnastics or jumping rope

Adults 18-64 years old

- At least 150 minutes a week of moderate intensity activity, such as brisk walking
- At least 2 days a week of activities that strengthen muscles, such as lifting weights or sit-ups

Adults 65 years and older

- At least 150 minutes a week of moderate intensity activity, such as brisk walking
- At least 2 days a week of activities that strengthen muscles, such as lifting weights or sit-ups
- Activities to improve balance, such as standing on one foot



If you've had an injury or have other health complications, please talk to your doctor before starting any exercise program.

Do you have a backup plan?

All MLTSS members have a set schedule for the in-home services and care they receive. However, there may be times when a service gets canceled unexpectedly, such as a Personal Care Assistant who is unable to visit. This is why MLTSS members must work with their Care Manager to make a backup plan.

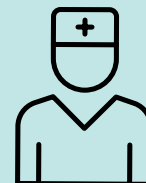
A backup plan should include:

- Phone number of the agency or person expected to provide backup care if the primary person cannot
- Instructions on how the member should report the gap in care to his or her Care Manager
- Member's preference for having the backup care provided

The MLTSS Care Manager work with members, their caregivers and families as well as service providers to make sure a plan can be developed to address unexpected cancellations. Members should keep a copy of their backup plan handy.

If a service is unexpectedly canceled, a member should:

- Call his or her Care Manager
- Call Member Services at **1-844-444-4410** (TTY **711**) if you cannot reach your Care Manager.



If you don't already have a backup plan, work with your **Care Manger** to create one as soon as possible.

Member Advocates are here to help



As an MLTSS member, you have access to Member Advocates. Member Advocates make sure your questions about your MLTSS benefits, services and decisions are answered. He or she works closely with you, your care team and state representatives to make sure your needs and goals are being met.

To speak with a Member Advocate, please call **1-844-444-4410** (TTY **711**), weekdays, Monday through Friday, 8 a.m. to 5 p.m., or ask your Care Manager for a Member Advocate to contact you.



Do you need a ride to your medical appointment?

If you need transportation to your medical appointments, LogistiCare can help. LogistiCare coordinates non-emergency transportation to covered medical appointments, at **no cost to you**. Scheduling a ride is easy and convenient:

- Call the LogistiCare Reservation Line 48 hours in advance of your appointment toll free at **1-866-527-9933** (TTY **1-866-288-3133**), 8 a.m. to 4:30 p.m., ET.
- Make your reservation online at **member.logisticare.com**.
- Download the free LogistiCare Trip Manager from the app store on any smartphone, and schedule your ride via the app.

A stress-busting program for caregivers

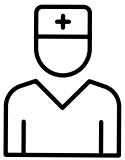
Being a caregiver for your loved one can be challenging at times. Caregivers for Horizon NJ Health MLTSS members have access to the New Jersey “Stress-Busting Program for Family Caregivers” (SBP), at no cost. This is a grant-supported initiative by Rowan University’s New Jersey Institute for Successful Aging in collaboration with the NJ Division of Aging Services.

For more information on the SBP statewide, please visit **state.nj.us/humanservices/doas/services/stressbusting/**.

If you would like to speak to a Horizon NJ Health representative about the SBP for MLTSS caregivers, please call **1-844-444-4410** (TTY **711**) and ask to speak to Sue Bailey or Lisa Barnes.



Chat with a nurse anytime



Nurse Chat is a real-time live online chat tool that lets you chat with a nurse or doctor for free. Registered nurses are available 24 hours a day, seven days a week and can help you understand symptoms related to COVID-19, or help with other health concerns. If the nurse determines a need, he or she can connect you with a doctor for a video consult.

How to use the Nurse Chat Tool:

- Visit **HorizonBlue.Pager.com**.
- Answer the questions to determine if your health concern or symptoms are related to COVID-19 or a different health issue.
- Enter your member ID number, date of birth, phone number and email address.

You can chat about any health concerns related to urgent care, like cough, fever, sore throat, pink eye and more – all at no cost to you.

Notice of Nondiscrimination

Horizon NJ Health complies with applicable Federal civil rights laws and does not discriminate against nor does it exclude people or treat them differently on the basis of race, color, gender, national origin, age, disability, pregnancy, gender identity, sex, sexual orientation or health status in the administration of the plan, including enrollment and benefit determinations. Horizon NJ Health provides free aids and services to people with disabilities (e.g. qualified language interpreters and information in other formats) and to those whose primary language is not English (e.g. information in other languages) to communicate effectively with us.

Contacting Member Services

Call Member Services at **1-844-498-9393 (TTY 711)** or the **phone number on the back of your member ID card**, if you need the free aids and services noted above and for **all other Member Services issues**.

Filing a Section 1557 Grievance

If you believe that Horizon NJ Health has failed to provide the free communication aids and services or discriminated against you for one of the reasons described above, you can file a discrimination complaint also known as a Section 1557 Grievance. Horizon NJ Health's Civil Rights Coordinator can be reached by calling the Member Services number on the back of your member ID card or by writing to:

**Horizon NJ Health
Civil Rights Coordinator
PO Box 10194
Newark, NJ 07101**

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights Complaint Portal, online at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail at **U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201** or by phone at **1-800-368-1019** or **1-800-537-7697 (TDD)**. OCR Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.

Language assistance

Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-844-498-9393 (TTY 711)**.
注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-844-498-9393 (TTY 711)**。

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.

1-844-498-9393 (TTY 711) 번으로 전화해 주십시오.

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-844-498-9393 (TTY 711)**.

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન
કરો **1-844-498-9393 (TTY 711)**.

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer **1-844-498-9393 (TTY 711)**.

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-844-498-9393 (TTY 711)**.

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-844-498-9393 (رقم هاتف الصم والبكم 711).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-844-498-9393 (TTY 711)**.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-844-498-9393 (телетайп 711)**.

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-844-498-9393 (TTY 711)**.

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं।

1-844-498-9393 (TTY 711) पर कॉल करें।

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-844-498-9393 (TTY 711)**.

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-844-498-9393 (ATS 711)**.

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں

1-844-498-9393 (TTY 711).



Horizon NJ Health
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Pennington, NJ 08534

Care Notes

Member Services **1-844-444-4410** (TTY **711**), 24 hours a day, seven days a week. horizonNJhealth.com

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