

Facing a Serious or Complex Health Challenge?

The Horizon Care Navigator℠ program provides an organized, comprehensive and holistic approach to your health care. Your care navigator, a registered nurse, can coordinate your medical care services and help you better understand your condition. They can also share resources to help you make informed decisions about your health care.

The Horizon Care Navigator team can help:

- Enhance the quality of life for you and your family
- Contribute to your sense of well-being and dignity
- Positively influence the quality of your health care
- Coordinate your care
- Empower you and your family members through education

When you enroll in the program, a care navigator will:

- Call you to discuss your health needs
- Review your progress and answer your questions
- Provide support during your time of need
- Provide you with information and self-care tips related to your condition
- Help with identifying community resources and support groups available to you
- Work closely with your doctor to coordinate necessary services, including hospice and palliative care

Horizon may call you to offer one-on-one support programs concerning health and wellness, complex care coordination, pharmacy or behavioral health. When we call, we will ask you to confirm your name and date of birth. But why wait? To speak to a care navigator, call **1-888-621-5894** and select **option 2**, and then **option 3**, weekdays, 8 a.m. to 5 p.m., Eastern Time. Or, you can enroll online at HorizonBlue.com/cm-enroll.

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Spanish (Español): Para ayuda en español, llame al **1-855-477-AZUL** (**2985**) (TTY **711**). Chinese (中文): 如需中文協助，請致電 **1-800-355-BLUE** (**2583**) (TTY **711**).

Care Navigators cannot diagnose problems or recommend specific treatment. They are not a substitute for your doctor's care. Services are not an insurance program and may be discontinued at any time. In the event of an emergency, please go to the nearest hospital or doctor, or call **911**. Horizon Blue Cross Blue Shield of New Jersey is an independent licensee of the Blue Cross Blue Shield Association. The Blue Cross® and Blue Shield® names and symbols are registered marks of the Blue Cross Blue Shield Association. The Horizon® name and symbols are registered marks, and Horizon Care Navigator℠ is a service mark of Horizon Blue Cross Blue Shield of New Jersey. © 2023 Horizon Blue Cross Blue Shield of New Jersey.
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