Horizon Blue Cross Blue Shield

Cancer Care Resources & Support

Horizon Care Navigator℠





We're here for you.

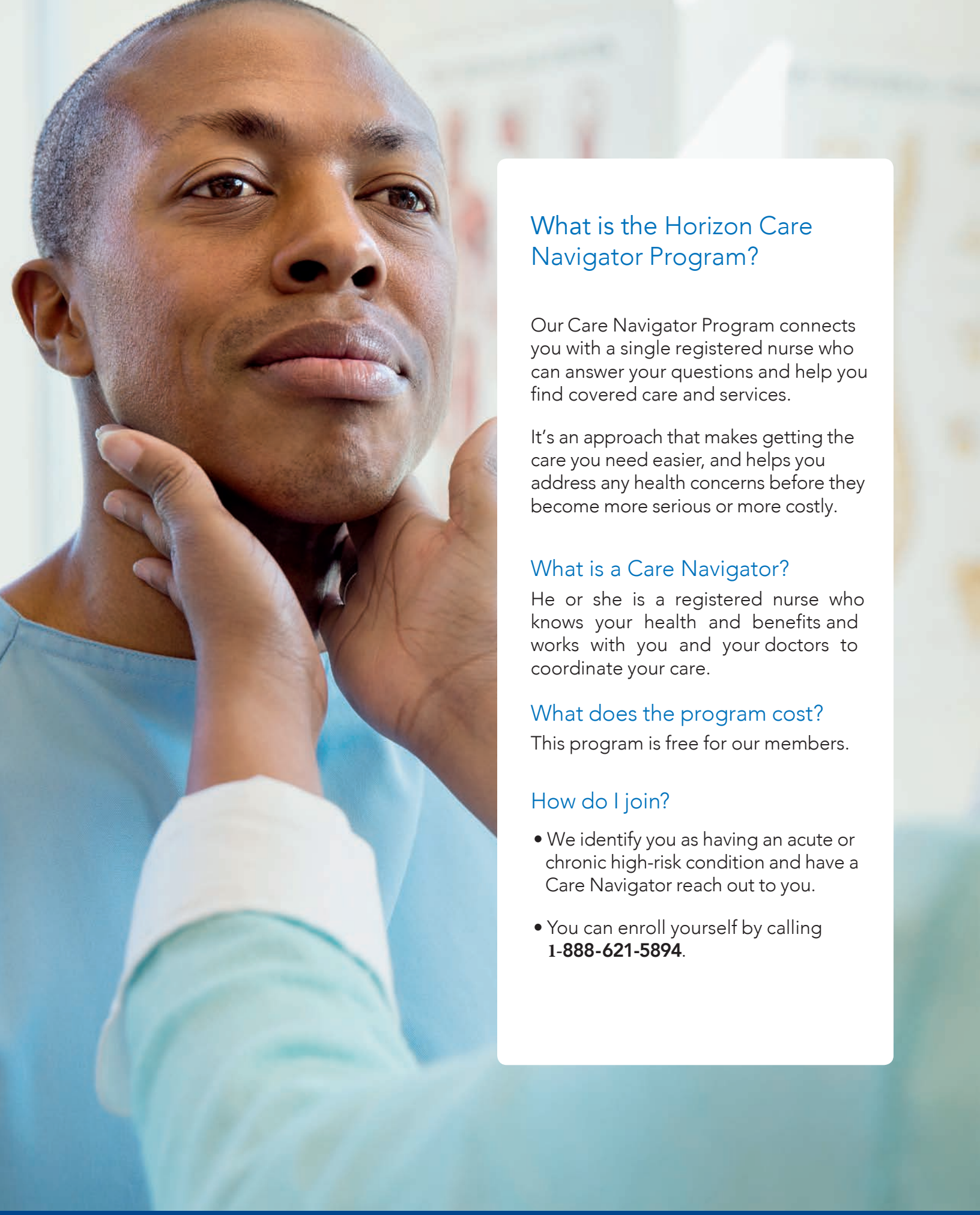
Finding out that you or a family member have cancer can be overwhelming. We want to make sure you feel supported as you handle the information, questions and decisions ahead.

Horizon Blue Cross Blue Shield is here for you every step of the way, starting with our Care Navigator Program.

This free program connects you with a dedicated Care Navigator, someone to help guide you, to be there for you and to help you feel confident about your options from diagnosis to treatment and beyond.

This guide will tell you more about our **Care Navigator Program** and the caring professionals behind it.

If you have questions or want to know more, please call **1-888-621-5894.**



What is the Horizon Care Navigator Program?

Our Care Navigator Program connects you with a single registered nurse who can answer your questions and help you find covered care and services.

It's an approach that makes getting the care you need easier, and helps you address any health concerns before they become more serious or more costly.

What is a Care Navigator?

He or she is a registered nurse who knows your health and benefits and works with you and your doctors to coordinate your care.

What does the program cost?

This program is free for our members.

How do I join?

- We identify you as having an acute or chronic high-risk condition and have a Care Navigator reach out to you.
- You can enroll yourself by calling **1-888-621-5894**.

We'll help with all your needs.

Wherever you are on your treatment journey, your Care Navigator will connect you with the right people, programs and information.

Help When You're Diagnosed

Decision support

- Answer questions and provide information to help you understand your doctor's diagnosis
- Offer information on how to get a second opinion
- Learn more about Blue Distinction® Centers for Cancer Care, recognized for their ability to deliver high-quality and safe specialty care



Help Finding Treatment

Finding doctors and facilities

- Find a doctor or hospital with the Doctor & Hospital Finder tool (see page 7)
- Learn which doctors and facilities are covered by your plan and help you call them (see page 7)

Diagnosis and treatment option support

- Understand your doctor's treatment plan
- Find and contact in-network professionals

Benefit information and coordination

- Maximize your plan benefits to minimize out-of-pocket costs related to your condition
- Answer your questions about pre-authorization for prescription drugs
- Get answers to complex benefit questions
- Coordinate necessary medical services and supplies (see page 7)

Medical support

- Call doctors' offices for appointments with you on the line
- Peer-to-peer discussions with doctors and medical directors, if necessary

Emotional support

- Guide you to programs and professionals that can help with emotional support (see page 7)

Other valuable resources

- Connect you with financial planning resources and financial professionals made available to you by your employer

We'll help with all your needs.
(continued)

Help During Treatment

Claims management

- Get information on travel and lodging expenses to Blue Distinction Centers for Cancer Care

Information and education

- Regularly discuss your overall medical situation with you and your doctor(s)
- Provide educational materials and information about your medical condition
- Offer advocacy and professional guidance about managing your health

Prescriptions

- Connect with a covered pharmacy and help with getting your prescriptions filled
- Understand the cost, effectiveness and side effects of different medications and how to manage symptoms

Caregiver resources

- Find additional information and resources for family and others affected by a diagnosis
- Offer information on additional support programs for caregivers

Coordinating care

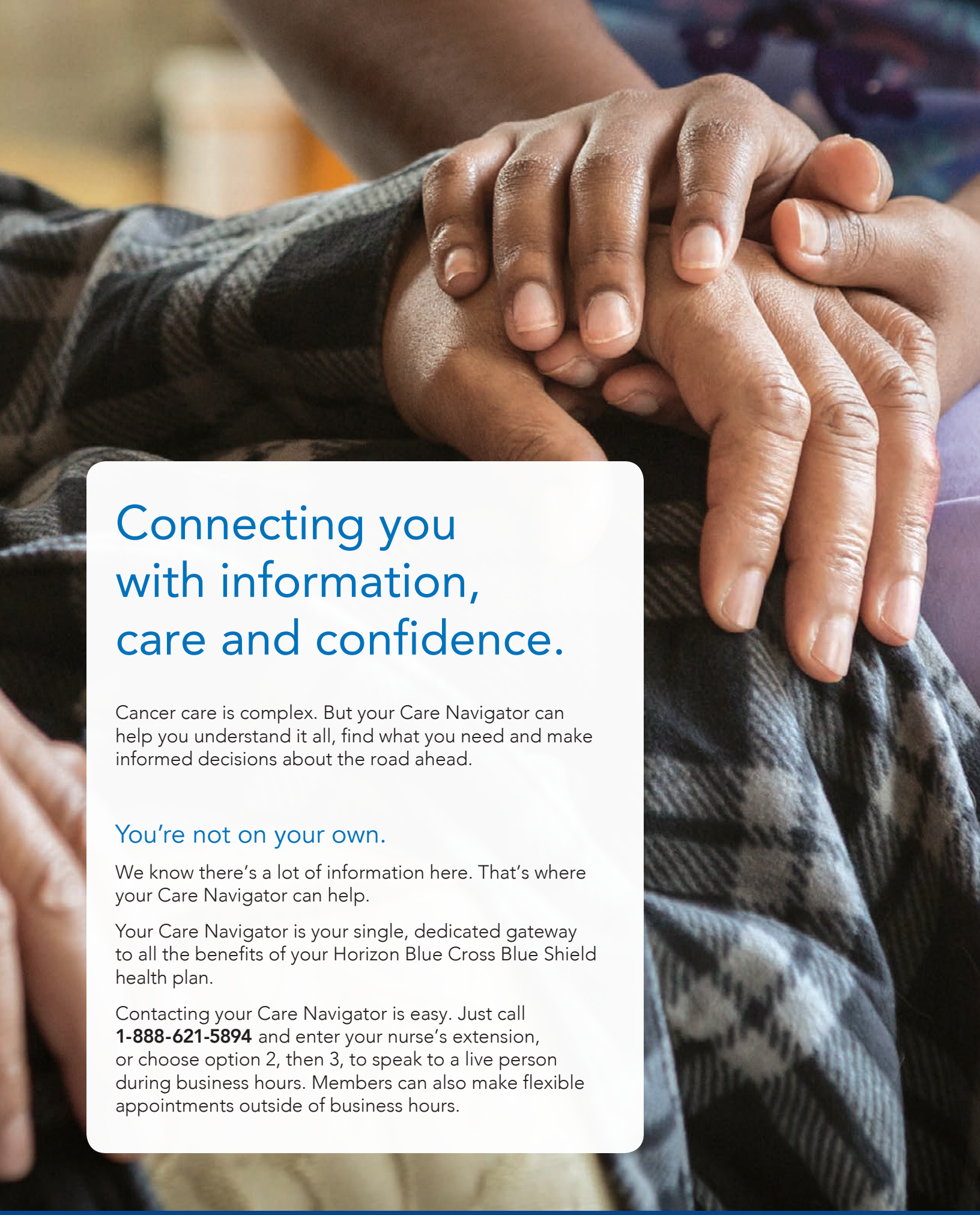
- Collaborate with other care providers to ensure all teams are working together
- Support through treatment, including how to manage side effects

Help After Treatment

Health care management

- Understand hospital discharge plans
- Connect with wellness programs and community resources (see page 7)
- Help with day-to-day life improvements like stress management and nutrition so you can get healthier





Connecting you with information, care and confidence.

Cancer care is complex. But your Care Navigator can help you understand it all, find what you need and make informed decisions about the road ahead.

You're not on your own.

We know there's a lot of information here. That's where your Care Navigator can help.

Your Care Navigator is your single, dedicated gateway to all the benefits of your Horizon Blue Cross Blue Shield health plan.

Contacting your Care Navigator is easy. Just call **1-888-621-5894** and enter your nurse's extension, or choose option 2, then 3, to speak to a live person during business hours. Members can also make flexible appointments outside of business hours.

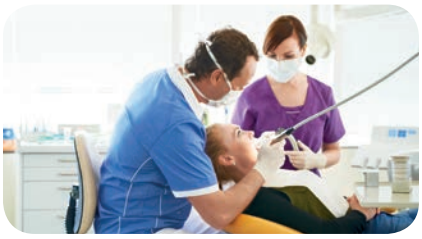
Your Care Navigator knows your health and benefits and can connect you to additional tools and services.[1]

These resources include:



Doctors & Care Centers

We can offer support to make decisions on treatment and find the most cost-effective and appropriate locations for services, including Blue Distinction Centers for Cancer Care. We'll also show you how to use our helpful online search tool to find doctors, specialists and care facilities.



Supplemental Benefits

We can provide you information on supplemental benefits such as dental, vision and external financial and legal planning resources.



Medical Services & Supplies

We'll help coordinate the care that meets your needs, including acupuncture, fertility treatment, genetic testing, reconstructive surgery and wigs.



Emotional Support

Your mental strength is just as important as physical. We'll help you understand your behavioral health coverage and find support professionals to help you feel better while you get better.



Wellness

Depending on your needs, we can refer you to a range of programs and community resources to supplement your medical care. We'll also connect you with online resources to help set and track your wellness goals. And we can help address additional challenges like stress management and nutrition.

Horizon Care Navigator Program

We're here to help you.

For more information about our cancer care resources and support, please call **1-888-621-5894**.



Not all programs are available to all Horizon Blue Cross Blue Shield members. Please check with your benefits administrator to determine if you are eligible. Horizon Care Navigators, Cancer Care Nurses, and Case Managers 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 or your local emergency services number.

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Horizon Blue Cross Blue Shield of New Jersey 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. Spanish (Español): Para ayuda en español, llame al 1-866-660-6528 (TTY 711). Chinese (中文): 如需中文協助, 請致電 1-866-660-6528 (TTY 711).

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Three Penn Plaza East
Newark, NJ 07105-2200
HorizonBlue.com

Notice of Nondiscrimination

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Horizon BCBSNJ provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and information written in other languages.

Contacting Member Services
Please call Member Services at **1-800-355-BLUE (2583)** (TTY/TDD **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, including:**

- **Claim, benefits or enrollment inquiries**
- **Lost/stolen ID cards**
- **Address changes**
- **Any other inquiry related to your benefits or health plan**

Filing a Section 1557 Grievance
If you believe that Horizon BCBSNJ has failed to provide the free communication aids and services or discriminated on the basis of race, color, gender, national origin, age or disability you can file a discrimination complaint also known as a Section 1557 Grievance. Horizon BCBSNJ'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 the following address:

Horizon BCBSNJ – Civil Rights Coordinator
PO Box 820
Newark, NJ 07101

If you are not a Horizon BCBSNJ member, you may contact Horizon BCBSNJ's Civil Rights Coordinator by calling **1-866-660-6528** (TTY/TDD **711**) or by writing to Horizon BCBSNJ's Civil Rights Coordinator at the above-referenced address.You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at **https://ocrportal.hhs.gov/ocr/portal/lobby.jsf**, or by mail or phone at:

Office for Civil Rights Headquarters
U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019 or **1-800-537-7697** (TDD)

OCR Complaint forms are available at **www.hhs.gov/ocr/office/file/index.html**.

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If you need help understanding this Horizon Blue Cross Blue Shield of New Jersey information, you have the right to get help in your language at no cost to you. To talk to an interpreter, please call **1-866-660-6528** during normal business hours.

Spanish (Español): Si necesita ayuda para comprender esta información de Horizon Blue Cross Blue Shield of New Jersey, usted tiene el derecho de obtener ayuda en su idioma sin costo alguno. Para hablar con un intérprete, sírvase llamar al **1-866-660-6528** durante el horario normal de trabajo.

Chinese (中文)：如果您需要幫助來理解這份新澤西州地平線藍十字藍盾 (Horizon Blue Cross Blue Shield of New Jersey)資料，您有權免費獲得以您的語言提供的協助。欲聯絡翻譯人員，請於上班時間致電 **1-866-660-6528**。

Korean (한국어): 가입자는 Horizon Blue Cross Blue Shield of New Jersey에 관한 정보를 이해하기 위해 주로 사용하는 언어로 무료로 도움을 받을 권리가 있습니다. 통역사의 도움을 받으려면 정상 업무 시간 동안에 **1-866-660-6528**로 전화해 주십시오.

Portuguese (Português): Se precisar de ajuda para entender estas informações da Horizon Blue Cross Blue Shield of New Jersey, você tem o direito de receber gratuitamente assistência no seu idioma. Para falar com um intérprete, ligue para: **1-866-660-6528** no horário normal de trabalho.

Gujarati (**ગુજરાતી**): જો તમને આ ન્યુ જર્સી **માહિતીનાં** હોરાઈઝન્સ બ્લૂ ક્રોસ બ્લૂ શીલ્ડને સમજવા મદદની જરૂર હોય તો, **તમને તમારી** ભાષામાં કોઈ પણ ખર્ચ વગર મદદ **મેળવવાનો અધિકાર** છે. કોઈ દુભાષિયા સાથે વાત કરવા, કૃપા કરીને સામાન્ય બિઝનેસ કલાકો દરમિયાન **1-866-660-6528** પર ફોન કરો .

Polish (Polski): Jeżeli potrzebujesz pomocy, aby zrozumieć informacje planu Horizon Blue Cross Blue Shield of New Jersey, masz prawo poprosić o bezpłatną pomoc w języku ojczystym. Aby skorzystać z pomocy tłumacza, zadzwoń pod numer **1-866-660-6528** podczas normalnych godzin pracy.

Italian (Italiano): Se vi serve aiuto per capire queste informazioni della Horizon Blue Cross Blue Shield of New Jersey, avete diritto ad assistenza gratis nella vostra lingua. Per parlare con un interprete, siete pregati di telefonare al numero **1-866-660-6528** durante le normali ore d'ufficio.

Tagalog (Tagalog): Kung kailangan mo ng tulong sa pag-unawa nitong impormasyon ng Horizon Blue Cross Blue Shield of New Jersey, may karapatan kang humingi ng tulong sa iyong wika nang walang gastos sa iyo. Upang makipag-usap sa isang taga-interpret, mangyaring tumawag sa **1-866-660-6528** sa loob ng karaniwang mga oras ng negosyo.

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Russian (Русский язык): Если вам необходима помощь в разъяснении этой информации, предоставленной компанией Horizon Blue Cross Blue Shield of New Jersey, у вас есть право на получение помощи на вашем родном языке бесплатно. Для связи с переводчиком звоните по номеру телефона **1-866-660-6528** в обычные рабочие часы.

Haitian Creole (Kreyòl ayisyen): Si ou bezwen èd pou konprann enfòmasyon sou Horizon Blue Cross Blue Shield of New Jersey, ou gen dwa pou jwenn èd nan lang natifnatal ou gratis. Pou pale avèk yon entèprèt, tanpri rele nimewo **1-866-660-6528** pandan lè nòmal biznis.

Hindi हिंदी): यदि आपको न्यू जर्सी की इस होराइज़न ब्लू क्रॉस ब्लू शील्ड सूचना को समझने में सहायता की ज़रूरत है, तो आपके पास मुफ्त में अपनी भाषा में सहायता पाने का अधिकार है। किसी दुभाषिए से बात करने के लिए, कृपया सामान्य कार्य समय के दौरान **1-866-660-6528 पर कॉल करें।**

Vietnamese (Tiếng Việt): Nếu cần được giúp đỡ để hiểu rõ thông tin này của Horizon Blue Cross Blue Shield of New Jersey, quý vị có quyền được giúp đỡ bằng ngôn ngữ của mình miễn phí. Xin gọi số **1-866-660-6528** trong giờ làm việc để nói chuyện với người thông dịch.

French (Français): Si vous avez besoin d'assistance pour comprendre ces informations au sujet de Horizon Blue Cross Blue Shield of New Jersey, vous avez le droit d'obtenir de l'aide dans votre langue, sans aucun frais. Pour parler avec un interprète, veuillez appeler le **1-866-660-6528** pendant les heures normales de bureau.

Navajo (Diné): Díí New Jersey bił hahoodzo Horizon Blue Cross Blue Shield, t'áá ninizaad k'ehjí baa hane'íí bik'i diitįįh bee shiká' a'doowoł nínízingo éí bee ná'ahoot'i' dóó doo bąąh ílíní da. Ata' halne'é ła' bich'į' hadeesdzih nínízingo t'áá shǫǫdí **1-866-660-6528**jį' nida'anishgo oolkiłíí bik'ehgo hodíílnih.

Arabic (عربي): إذا كنت بحاجة إلى المساعدة في فهم معلومات Horizon Blue Cross Blue Shield of New Jersey، لديك الحق في الحصول على المساعدة بلغتك دون تحملك أية تكلفة. **للتكلم مع** مترجم، يرجى الاتصال خلال ساعات العمل العادية بالرقم **1-866-660-6528**.

Urdu (**اردو**)**:** اگر آپ کو نیوجرسی انفارمیشن کے اس آسمانی نیلے رنگ والے تیز نیلے رنگ والے شیلڈ کو سمجھنے میں مدد کی ضرورت ہے تو، آپ کو اپنی زبان میں بغیر کسی خرچ کے مدد حاصل کرنے کا حق ہے۔ مترجم سے بات کرنے کے لیے، براہ کرم، معمول کے کاروباری اوقات میں **1-866-660-6528** پر کال کریں۔