

# Horizon CareOnline<sup>SM</sup>

## Convenient medical care – online, anytime.



Horizon Blue Cross Blue Shield of New Jersey makes it easier for you to stay in control of your health. You can use **Horizon CareOnline** to talk with a licensed, U.S. board-certified doctor via video, chat or phone 24 hours a day, seven days a week – no appointment is needed.

We work with American Well, a leader in telemedicine, to bring you care that is:

- **Dependable.** 24/7/365 access.
- **Convenient.** No appointment is needed and ePrescriptions can be provided if you need one.<sup>1</sup>
- **Confidential.** Private and secure; compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

With Horizon CareOnline, you can be treated for symptoms and conditions such as a cold, flu, fever or rash, abdominal pain, sinusitis, an ear infection and much more.

There are three ways to enroll and use Horizon CareOnline:

- Visit **HorizonCareOnline.com**.
- Call **1-877-716-5657**.
- Scan the QR code at the right to get the Horizon CareOnline app from the App Store<sup>SM</sup> or Google Play<sup>TM</sup>.



When you first enroll, enter **Horizon Blue Cross Blue Shield of New Jersey** as your health plan.

Horizon Blue Cross Blue Shield of New Jersey complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

Spanish (Español): Para ayuda en español, llame al **1-855-477-AZUL (2985)**.

Chinese (中文): 如需中文協助, 請致電 **1-800-355-BLUE (2583)**。

<sup>1</sup> Telemedicine is available in most states, except for a few in which video consultations are not permitted under the law.

To learn what applies in each state, visit [info.americanwell.com/where-can-i-see-a-doctor-online](http://info.americanwell.com/where-can-i-see-a-doctor-online).

For technical assistance, please email [HorizonCareOnline@Amwell.com](mailto:HorizonCareOnline@Amwell.com).

Once you are enrolled, you can visit with a doctor on Horizon CareOnline when:

- Your doctor's office is closed.
- You feel too sick to drive.
- You are traveling and need medical care.

This valuable service is offered as a convenience and does not replace your relationship with your Primary Care Physician (PCP) or personal doctor.

### How Much Does a Visit Cost?

The amount you pay depends on your plan's telemedicine benefit. Check with your group's benefits administrator or call Horizon BCBSNJ Member Services at the number on the back of your member ID card for details.

**It's free to sign-up – enroll today.**

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