

## 4 ways to get care from your home

# COVID-19 Update

### Getting Care From the Convenience and Safety of Your Home.

To help you get the care you need during the current COVID-19 pandemic and to help you with social distancing, Horizon Blue Cross Blue Shield of New Jersey is covering telephone visits with health care professionals at no cost to you through June 30, 2020.

In addition, through June 30, 2020, you will not pay for covered services, including diagnosis and treatment of COVID-19, routine care, therapy or mental health care when provided by an in-network doctor through telemedicine – whether by video, telephone or chat.



#### Call your doctor

Your doctor may speak with you over the phone or via video chat, including FaceTime and Skype. Members with out-of-network benefits who get care from an out-of-network health care professional will be responsible for costs according to their benefits.



#### Chat with a nurse

Download and sign in to the Horizon Blue app to chat with a nurse for free. Registered nurses are available 24/7 and can help you understand symptoms related to COVID-19, and help with other health concerns. If needed, the nurse can connect you with a doctor through a telemedicine visit. To get the app, text **GETAPP** to **422-272**.



#### Talk to a nurse

Call 1-888-624-3096, 24/7, to speak with a registered nurse to understand COVID-19 symptoms and other health concerns.



#### Talk to a doctor

Sign in to [HorizonCareOnline.com](https://HorizonCareOnline.com), Horizon BCBSNJ's telemedicine platform, and enter your Horizon BCBSNJ member ID number to get no-cost access to doctors through video, chat and phone.

[Learn more](#) about what Horizon BCBSNJ is doing to help during the coronavirus pandemic.

### Download the Horizon Blue app for FREE<sup>1</sup>

Our app makes it easier to access the full power of your health plan.



Scan the code with your phone's camera to download the app! Minimum requirement: Android 9 Pie or iOS 11

<sup>1</sup>To download the Horizon Blue app, text GetApp to 422-272, or go to the App Store or Google Play to download. There is no charge to download the Horizon Blue app, but rates from your wireless provider may apply.

AmWell is an independent company that supports Horizon Blue Cross Blue Shield of New Jersey in administering telehealth services. AmWell is independent from and not affiliated with Horizon Blue Cross Blue Shield of New Jersey. For more information, visit <http://info.americanwell.com/where-can-i-see-a-doctor-online>. For technical assistance, please email [HorizonCareOnline@AmericanWell.com](mailto:HorizonCareOnline@AmericanWell.com).

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