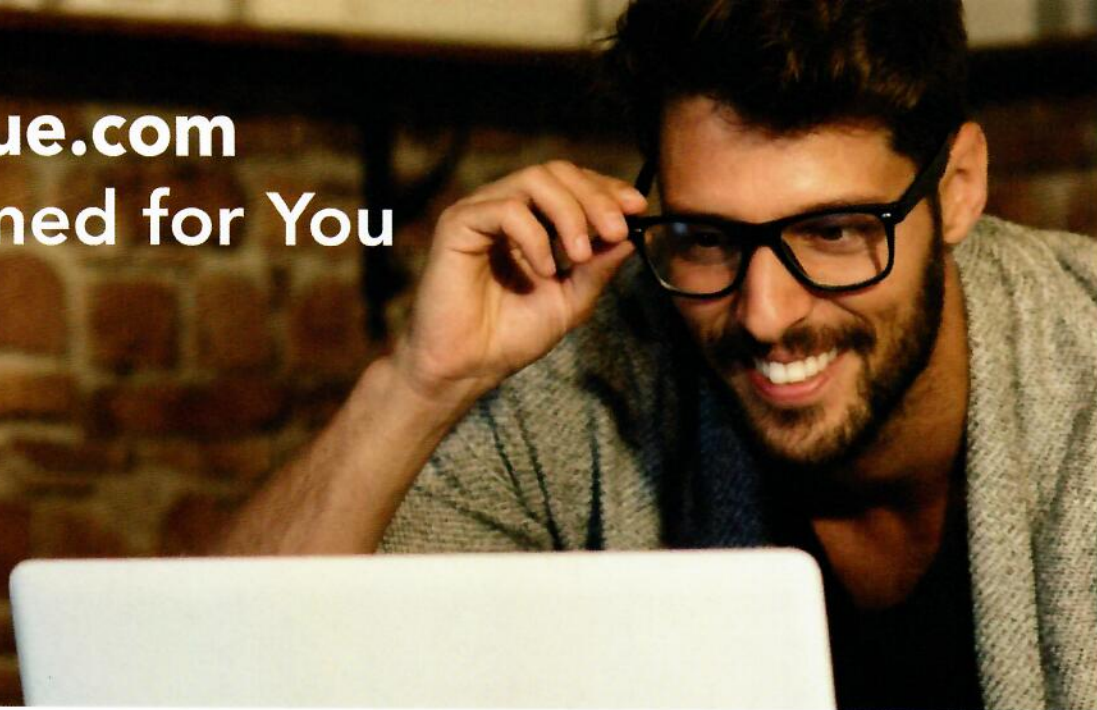


# A HorizonBlue.com That's Designed for You



**HorizonBlue.com** has been enhanced so members like you can find essential information quickly and effortlessly on your desktop computer, smartphone or tablet. It's all part of our commitment to making your health insurance experience simpler and easier.

Through **HorizonBlue.com**, you can sign into Member Online Services to manage your health care, no matter which device<sup>1</sup> you use. When you sign in, you can select from:

## My Claims

- Review claim activity for all members covered under your plan. You can search for claims by claim number, status, date and service type.

## My Coverage

- Use our tools and resources to understand your plan and the insurance process, so you can make the best decisions for you and your family.

## My Account

- View your premium billing overview, premium billing history and premium payment history.

## ID Cards

- Lost your member ID card? View it on your device or print a replacement one.

## Wellness

- Learn about our programs, tools and resources that can help keep you and your family healthy.

## Get Care

- Visit our *Online Doctor & Hospital Finder* to find doctors and other health care professionals who are in our network.
- Use our Treatment Cost Estimator<sup>2</sup> and Physician Review Tool to help you make better informed decisions about your health care.
- Access Horizon CareOnline<sup>3</sup> to talk with a licensed, board-certified doctor via video chat or phone – 24 hours a day, seven days a week – no appointment needed!

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> Not all **HorizonBlue.com** tools and services may be compatible with every electronic device or available with every account.

<sup>2</sup> Not all Horizon BCBSNJ members may be able to access the Treatment Cost Estimator.

<sup>3</sup> Not all Horizon BCBSNJ members have access to Horizon CareOnline<sup>SM</sup>.

Horizon Blue Cross Blue Shield of New Jersey is an independent licensee of the Blue Cross and Blue Shield Association.

The Blue Cross<sup>®</sup> and Blue Shield<sup>®</sup> names and symbols are registered marks of the Blue Cross and Blue Shield Association.

The Horizon<sup>®</sup> name and symbols are registered marks and Horizon CareOnline<sup>SM</sup> is a service mark of Horizon Blue Cross Blue Shield of New Jersey.

© 2017 Horizon Blue Cross Blue Shield of New Jersey, Three Penn Plaza East, Newark, New Jersey 07105.



Horizon Blue Cross Blue Shield of New Jersey

**HorizonBlue.com**

32011 (0217)



## Need Proof of Your Coverage? We Can Help!

If you lose your member ID card or need to visit a doctor before you receive your member ID card, you can use Member Online Services to view an image of your member ID card and print a temporary copy as confirmation of your Horizon Blue Cross Blue Shield of New Jersey coverage.

### To view and print your member ID card:

To access your member ID card on a web-enabled device, you must register for and sign in to Member Online Services at **HorizonBlue.com**.

When you register, please have your member ID number or Social Security Number available.

Once you have registered:

- Sign in to Member Online Services at **HorizonBlue.com**.
- Select *ID Cards*.
- Select the *Member* name and the *Product* from the dropdown menus.
- An image of your member ID card will appear. You can show this image to your doctor's office staff, just as you would your actual member ID card.

- You can also print a copy of your member ID card as proof of coverage. To print a copy of your member ID card, click *Print* below the image.

### Need a new member ID card?

To request a new member ID card, follow the instructions above to view your member ID card. Then, select *Request a New ID Card* under the image of your member ID card.

You will receive a new card in approximately five to 10 business days.

**Note:** If the image of your member ID card does not appear in Member Online Services, your enrollment has not yet been processed. In this instance, please do not request a new member ID card. Your member ID card will be mailed after your enrollment is processed.

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)**。