

Need to see a doctor now?  
Get connected 24/7 with  
Horizon CareOnline<sup>SM</sup>.

Your Horizon Blue Cross Blue Shield of New Jersey health plan includes Horizon CareOnline<sup>SM</sup>. Use this convenient, confidential telemedicine service to get the care you need by video, chat or phone. As the coronavirus (COVID-19) has become a global concern, Horizon CareOnline telemedicine service is available to you at no cost.

#### Need urgent medical care?

Get treated 24/7, by experienced, U.S. board-certified doctors for urgent health conditions, including:

- Colds and flu
- Abdominal pain
- Fever
- Sinusitis
- Skin irritations
- And more

#### Need behavioral health care?

Make an appointment between 7 a.m. and 11 p.m., to talk with a licensed psychiatrist, psychologist or social worker for help with:

- Anxiety
- Attention deficit/hyperactivity disorder (ADHD)
- Bipolar disorder
- Depression

You can read each health care professional's profile and patient reviews before selecting one for your care. You can even get a record of your visit by secure email to share with your doctors.

*(over, please)*

## Follow these simple step-by-step instructions to register:

- 1 Go to [HorizonCareOnline.com](https://HorizonCareOnline.com).
- 2 Click *Sign Up* and then add your name and email, and create a password.
- 3 Select your State, Date of Birth, Gender. Click or tap *Enter*.
- 4 For *Do you have health insurance?* enter *Yes*, then select *Horizon Blue Cross Blue Shield of New Jersey* as your health plan.
- 5 Enter the subscriber ID number from your member ID card.
- 6 For *Are you the primary subscriber?*, select YES or NO.
  - If no, add the primary subscriber's name, date of birth and your relationship to the subscriber.
- 7 Enter your service key to get access to all available services and pricing.
  - If you have the **SHBP** health plan, use: **SHBP**
  - If you have the **NJ DIRECT ZERO** health plan, use: **SHBPZERO**

If you need help registering for or using Horizon CareOnline, please email [HorizonCareOnline@AmercianWell.com](mailto:HorizonCareOnline@AmercianWell.com).

## How much does it cost?

Through your Horizon BCBSNJ health plan, you also have 24/7 access to care provided by U.S. board-certified doctors through Horizon CareOnline, our **Telemedicine service**. During this extraordinary time member cost-sharing obligations will be waived for covered services associated with a visit to an in-network physician or in-network mental health professional including primary care doctors, specialists, therapists, LCSWs, or urgent care doctors when conducted by phone or video.

### Register now

Horizon CareOnline doesn't replace your relationship with the personal doctor or behavioral health professional you may see on a regular basis, but it's available when you need it. Register now so you're ready whenever you need care.

 Visit [HorizonCareOnline.com](https://HorizonCareOnline.com)

 Call **1-877-716-5657**

To get the special **SHBP** pricing, you must use **Horizon Blue Cross Blue Shield of New Jersey** as your health plan, and **SHBP** or **SHBPZERO** as your service key.

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 **1-855-477-AZUL (2985) (TTY 711)**.

**Chinese (中文):** 如需中文協助，請致電 **1-800-355-BLUE (2583) (TTY 711)**.

For more information, visit [info.americanwell.com/where-can-i-see-a-doctor-online](https://info.americanwell.com/where-can-i-see-a-doctor-online).

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