



Horizon Blue Cross Blue Shield of New Jersey

Making Healthcare Work.

Brief Notes

News for Brokers and Consultants

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New ID cards released to HMO Access members

We heard your feedback regarding the need for clarification on the Horizon HMO Access ID cards. We greatly appreciate your input and we are making changes to the ID cards.

Horizon Blue Cross Blue Shield of New Jersey has revised the Horizon HMO Access ID cards. Members will receive their new cards in the mail shortly. The cards now include referral information. ***Services performed by a specialist do not require a referral.*** This will alert physicians and other health care professionals that Horizon HMO Access members do not require referrals. We hope this eliminates the confusion some members face when visiting certain physicians.

Members should destroy old ID cards and use the new cards. This ID card meets all members' needs and contains all relevant information to properly administer benefits in accordance with their plan.

If members have any questions or find any discrepancies on the new ID card, they should call **1-800-355-BLUE**.

Your continued feedback is valuable to us as we are committed to providing quality service to meet our members' health care needs. Improving our members health care experience is how Horizon BCBSNJ is *Making Healthcare Work* better every day.

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