

Brief Notes

News for
Brokers and Consultants

June 22, 2015

Applies to: Consumer, Small Group, Midsize, Large Group and select National Groups

Providing Members with Another Way to Contact Us

Introducing a new, secure way for members to get health coverage information

Horizon Blue Cross Blue Shield of New Jersey created *My Message Center*, a convenient and easy-to-use online tool, to allow Horizon BCBSNJ members to send us their health coverage questions any time – day or night.

Using *My Message Center* is easy. Members simply sign in to Member Online Services at **HorizonBlue.com/Members**, click the *My Message Center* menu at the top of the screen and then click *Send Us a Message*. Members can select from one of five categories. Then, the member types the question and clicks *Send*.

Once a member submits a question, a response from a Horizon BCBSNJ Member Services Representative will be provided within two business days. When the response is available, the member will receive an email advising him/her to sign in to Member Online Services. Responses can only be viewed by signing in to Member Online Services. *My Message Center* also provides a record of the information requested, allowing the member to refer back to the message exchange.*

Members can also read the Frequently Asked Questions (FAQs) at **HorizonBlue.com/FAQs** to find answers to many benefits, enrollment and claims questions. The online FAQs also give members easy-to-follow steps on how to navigate Member Online Services to find important information.

Horizon BCBSNJ's *My Message Center* is another online tool developed with our members in mind – making it easier for them to get the health coverage information they need. Registered members of Horizon BCBSNJ's Member Online Services also have exclusive access to many other tools and features that can help them manage their health coverage information, including:

- Checking the status of a claim
- Printing a duplicate member ID card
- Viewing benefits
- Viewing authorizations and referrals
- And more

* Messages remain in the member's secure *My Message Center* inbox for 18 months.

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Over the next several months, Horizon BCBSNJ will continue to roll out *My Message Center* to other lines of business.

Watch this short video to learn more about tools available through Member Online Services.

If you have questions, please contact your Horizon BCBSNJ sales executive or account manager.