

The right care. The right time. The right place.



Get the care you need quickly, easily and for less. Where you go for care can make a difference in how long you wait and how much you'll pay out of pocket.

	Recommended for	Cost	Wait Time	How to Find
Nurse Chat 	Get advice and answers to health questions at no cost, 24/7, from a registered nurse about: <ul style="list-style-type: none"> • A doctor's diagnosis • Medications you are taking • An ongoing chronic condition 	No Cost	Immediate Available 24/7.	Sign in to the Horizon Blue app ¹ to chat live with a registered nurse.
Your primary doctor 	Help with non-emergency medical issues as well as preventive and long-term care like: <ul style="list-style-type: none"> • Annual physicals • Regular screenings • Scheduled vaccinations • Chronic condition management 	\$	Varies Make an appointment during office hours.	Sign in to the Horizon Blue app or HorizonBlue.com to search for doctors, specialists, and other health care professionals.
Horizon CareOnlineSM 	Help from a doctor by video or phone for non-emergency medical issues like: <ul style="list-style-type: none"> • Colds and/or flu symptoms • Sinusitis • Fever • Skin irritation 	\$	Under 5 minutes Available 24/7.	Sign in to the Horizon Blue app or HorizonBlue.com to see a U.S. board-certified, licensed doctor 24/7 — no appointment needed. Behavioral health professionals are also available by appointment.
Urgent Care or Retail Health Center² 	Help with non-emergency medical issues like: <ul style="list-style-type: none"> • Moderate fever • Sprains or strains • Minor cuts or burns • Flu shots 	\$\$	Under 30 minutes³ Often open extended hours and weekends.	Sign in to the Horizon Blue app or HorizonBlue.com to search for urgent care facilities.
Emergency Room 	For medical conditions that are so severe, they pose a risk to a person's life or long-term health like: <ul style="list-style-type: none"> • Difficulty breathing • High fever • Severe burns • Wounds that need stitches 	\$\$\$	Over 1.5 hours on average⁴ Open 24/7.	Call 911 , or go to the nearest Emergency Room.



HorizonBlue.com

¹ To download the **Horizon Blue app**, text **GetApp** to **422-272**, or download it from the App Store[®] or Google Play[™].

There is no charge to download the **Horizon Blue app**, but rates from your wireless provider may apply.

² Retail Health Centers are clinics or health services that are located in retail pharmacy chains.

³ From managedcaremag.com/archives/2019/5/urgent-care-surge

⁴ From hbr.org/2019/02/to-reduce-emergency-room-wait-times-tie-them-to-payments

For more information about Horizon CareOnline, visit info.americanwell.com/where-can-i-see-a-doctor-online. For technical help, call the eService Desk at **1-888-777-5075** to speak with an agent for assistance, weekdays, between 7 a.m. and 6 p.m., Eastern Time, or email HorizonCareOnline@AmericanWell.com. American Well is an independent company that supports Horizon Blue Cross Blue Shield of New Jersey in the administration of telehealth services. Services are not an insurance program and may be discontinued at any time.

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Chinese (中文): 如需中文協助, 請致電 **1-888-556-5592 (TTY 711)**.

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