

Know Your Care Options

When you need care in a hurry, an Emergency Room (ER) may not be the best choice

When you or a covered dependent has an illness or injury that is not life threatening, getting care at the ER can be time consuming, and the out-of-pocket cost can be significant. You have other options.

If Horizon CareOnlineSM is included with your plan, you can use this convenient, lower cost telehealth service for 24/7 care. You can also use in-network urgent care and retail health centers for these situations.

TYPE OF SITUATION	EXAMPLES	WHERE TO GET APPROPRIATE CARE
<p>EMERGENCY</p> <p>A medical condition that is so severe, it poses a risk to a person's life or long-term health.</p>	<ul style="list-style-type: none"> • Difficulty breathing • Heart attack or stroke • High fever • Loss of consciousness • Poisoning, severe burns or wounds that need stitches 	<p>Dial 911 (or your local emergency services number) or go to the nearest ER.¹</p>
<p>URGENT</p> <p>An unexpected medical condition that is not life threatening but requires medical attention within 24 hours.</p>	<ul style="list-style-type: none"> • Earache • Moderate fever • Sore throat • Sprains 	<ul style="list-style-type: none"> • Have a virtual visit through Horizon CareOnline¹. • Visit a participating urgent care center or retail health center¹. • Call your doctor to see if an appointment is necessary.
<p>MINOR</p> <p>A medical condition that is not life threatening; may not need immediate medical attention; and/or may be treated with self-care.</p>	<ul style="list-style-type: none"> • Mild headache • Minor cold • Seasonal allergies • Small cuts or bruises • Vaccinations 	<ul style="list-style-type: none"> • Have a virtual visit through Horizon CareOnline¹. • Visit an in-network urgent care center or retail health center¹. • Call your doctor to see if an appointment is necessary.

When you have a medical emergency, always go to the nearest ER.

Need to register for Horizon CareOnline?

Register now to save time when you need care. There are three ways to register:

- Visit HorizonCareOnline.com.
- Call **1-877-716-5657**.
- Download the Horizon CareOnline app from the App Store[®] or Google Play[™].

When you first use Horizon CareOnline, you will need to select your health plan (**Horizon Blue Cross Blue Shield of New Jersey**) and enter your member ID number (from your member ID card). For some plans, you will also need a service key. Refer to your plan materials or contact your benefits administrator if you don't have your service key.

See your doctor for routine care

Routine care, such as physicals and physical therapy, are not covered when you use Horizon CareOnline or urgent care or retail health centers. Immunizations may be available at in-network retail health centers under certain plans. Check your benefit information.

¹ A referral is not required for the Emergency Room, Horizon CareOnline or for urgent care or retail health centers.

For more information, visit info.americanwell.com/where-can-i-see-a-doctor-online.

For technical assistance, please email HorizonCareOnline@AmericanWell.com.

The App StoreSM is an online store and is a service mark of Apple, Inc. Google Play[™] is a trademark of Google, Inc.

There is no charge to download the Horizon CareOnline app, but wireless rates from your carrier may apply.

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