

**Subject:** Member costs for non-COVID-19 telemedicine visits will be reinstated

**From:** Horizon Blue Cross Blue Shield of New Jersey



Horizon has always been committed to making sure you have access to the care you need. To make it easier for you to get care during the COVID-19 public health emergency, your Horizon health plan waived out-of-pocket costs for all covered services received through telemedicine and telehealth visits.

Related to a new state law<sup>1</sup>, we're changing how telemedicine and telehealth costs will be handled. **Effective February 3, 2022**, the cost share waiver for telemedicine and telehealth visits not related to COVID-19 testing will end. This means that when you use Horizon CareOnline<sup>SM</sup> or another telemedicine service from your doctor or other health care professional for any care other than to determine the need for a COVID-19 diagnostic test, you will pay your copay, coinsurance and/or deductible for covered services.

As a reminder, you can get free over-the-counter (OTC), at-home COVID-19 tests through the Biden-Harris Administration [website](#). OTC, at-home COVID-19 tests are also available at no cost through your pharmacy benefits.

We also encourage you to follow the advice of all respected public health experts to get vaccinated and boosted against COVID-19. The COVID-19 vaccines are available at no cost to you.

When you need care, you can continue to use the **Horizon Blue app** to access Horizon CareOnline or to find in-network doctors, other health care professionals and hospitals near you.

<sup>1</sup> P.L. 2021, c.310

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