



State of New Jersey

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January 2023

TO: Certifying Officers of Employers Participating the State Health Benefits Program (SHBP) and the School Employees' Health Benefits Program (SEHBP)

FROM: New Jersey Division of Pensions & Benefits (NJDPB)

SUBJECT: Change in Navigational and Transparency Tools for Plan Year 2023

Through myjbenefitshub, SHBP and SEHBP members have access to an enhanced DocFind through [MyChoice Find a Provider](#) (Amino) along with additional transparency tools. Transparency tools offer a comprehensive guide of medical providers who have received the highest rating in service and results. Amino also offers a concierge service, where appointments can be made for you. Access [MyChoice Find a Provider](#) by logging on at: myjbenefitshub.nj.gov

Effective February 1, 2023, the following services through Horizon Blue Cross Blue Shield of New Jersey will no longer be available:

- Horizon's transparency tool will no longer be available. Members will still have access to Doctor & Hospital Finder through Horizon.
- Navigational services offered through the Horizon Health Guide will no longer be available.

Members will still receive the high quality of care to which they are accustomed. The following member service offerings will continue to be provided by Horizon:

- Member Services (800-414-7427) – accessible to support claim, benefit and enrollment related inquiries Monday through Friday from 8:00 a.m. to 6:00 p.m.
- Claim status – check on claims via the Horizon phone number, website, or app.
- Doctor & Hospital Finder – locate providers through the Horizon website.
- 24-hour Crisis Line – access behavioral health assistance at any time.
- Members with complex medical needs will still have access to the Care Management team. This can be accessed by dialing into Member Services (800-414-7427).

Horizon will continue to offer point solutions which offer additional support for a variety of medical conditions, including:

- Livongo – diabetes management, heart disease/high blood pressure management, and behavioral health services.
- Hinge Health – muscular skeletal services.
- Wondr Health – weight management.

More information regarding these point solutions is available through myjbenefitshub.

If you have questions regarding any of the information provided in this letter, contact the NJDPB's Office of Client Services at (609) 292-7524, or email the NJDPB at: pensions.nj@treas.nj.gov