



Horizon Blue Cross Blue Shield of New Jersey

Making Healthcare Work[®]

HorizonBlue.com

Welcome to Member Online Services

Horizon Blue Cross Blue Shield of New Jersey offers you an easy, secure and quick way to track your health plan benefits and health information on the Internet through Member Online Services at HorizonBlue.com/Members.

Member Online Services saves you time by allowing immediate access to important information about your Horizon BCBSNJ health plan. You can:

- View your benefits.
- Check your claims status and payments.
- View authorizations and referrals.
- Request ID cards.
- Tell us if you have other health insurance coverage.
- Find a participating doctor or hospital.
- Change your doctor or dentist.
- Manage your Member Online Services account and preferences.

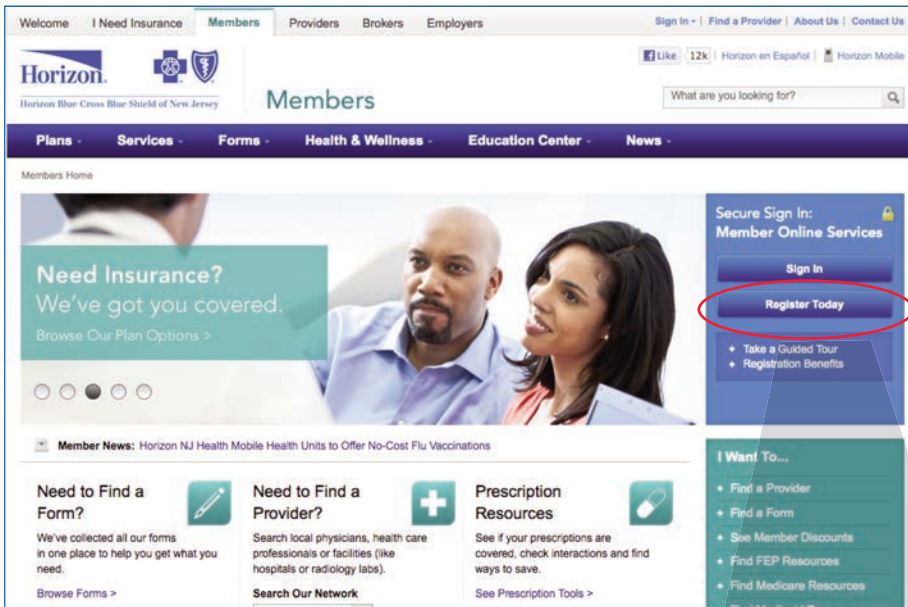
Safe and secure

Member Online Services uses the latest technology to keep your personal information secure. By creating your own account with a personal password, your information remains confidential.

When using or registering for Member Online Services, please keep these tips in mind:

- You must have a valid e-mail address when registering for Member Online Services.
- Member Online Services is available Monday through Friday, from 7 a.m. to 10 p.m., Eastern Time (ET), and Saturday, from 8 a.m. to 4 p.m., ET.
- The operating systems that work with Member Online Services are: MS Windows and Mac OS.
- The browsers that are supported are Internet Explorer 6 or higher, Firefox 3 or higher, Chrome and Safari.
- You will need Adobe Acrobat Reader 6 or higher to view select content on Member Online Services.

(Over, please)



Start enjoying the benefits and convenience of Member Online Services today!



Accessing Member Online Services

To become a registered user of Member Online Services, visit HorizonBlue.com/Members and click *Register Today* in the Member Online Services box in the right-hand navigation.

If you are having a problem accessing Horizon BCBSNJ's Member Online Services, please e-mail Member_Portal@HorizonBlue.com. Representatives are available Monday through Friday, from 7 a.m. to 6 p.m., ET.

At Horizon BCBSNJ, we're dedicated to making it easier for you to access your health plan information. Offering you more service options through Member Online Services is another way we are *Making Healthcare Work*.