



- Dashboard
- View / Edit Accounts
- Manage FAQs
- FAQ Preview
- FAQ Export
- FAQ User Guide
- Member Portal URLs

Audit Logs

level: INFO
timestamp: 2018-06-20T18:51:09.813Z
client address:
user name:
payload: { "00801A9-0050": { "MP_FE_my_accounts": { "read": false } } }
domain name:
server name: app-hzn.dev.zipari.net
path: /admin/roles/
method: PUT

level: INFO
timestamp: 2018-06-20T18:51:09.813Z
client address:
user name: msquashic~horizon
payload: { "00801A9-0050": { "MP_FE_my_accounts": { "read": false } } }
domain name:
server name: app-hzn.dev.zipari.net
path: /admin/roles/
method: PUT

level: INFO
timestamp: 2018-06-20T16:43:40.268Z
client address:
user name:
payload: { "0085196-0096": { "MP_FE_care": { "read": true } } }
domain name:
server name: app-hzn.dev.zipari.net
path: /admin/roles/
method: PUT

level: INFO
domain name:



Feature Manager Search



- Dashboard
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Select Category

SubGroup

Choose File

No file chosen

Upload

Export ALL as CSV

Filter

ADD SELECTION +

<input type="checkbox"/>	Group	SubGroup
<input type="checkbox"/>	00518W1	0078
<input type="checkbox"/>	0080267	0035
<input type="checkbox"/>	00001R8	0000
<input type="checkbox"/>	00001R7	0000
<input type="checkbox"/>	00001D6	0000
<input type="checkbox"/>	000018X	0000
<input type="checkbox"/>	000014U	0000
<input type="checkbox"/>	000013E	0000



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Select Category
SubGroup

Choose File No file chosen Upload

Export ALL as CSV

00518W1-0078 x

VIEW / EDIT

Filter

ADD SELECTION +

<input type="checkbox"/>	Group	SubGroup
<input type="checkbox"/>	00518W1	0078
<input type="checkbox"/>	0080267	0035
<input type="checkbox"/>	00001R8	0000
<input type="checkbox"/>	00001R7	0000
<input type="checkbox"/>	00001D6	0000



Feature Manager Search

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Select Category
SubGroup

Choose File No file chosen Upload

Export ALL as CSV

00518W1-0

VIEW / EDIT

You Are About to View/Edit

You will be able to make edits that will be applied to all the accounts that have been assigned to you by your group admin manager.

Would you like to proceed?

Yes No

Filter

ADD SELECTION +

		SubGroup
<input type="checkbox"/>		
<input type="checkbox"/>	00518W1	0078
<input type="checkbox"/>	0080267	0035
<input type="checkbox"/>	00001R8	0000
<input type="checkbox"/>	00001R7	0000
<input type="checkbox"/>	00001D6	0000



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You are making changes to the following accounts

"00518W1-0078"

Settings

- Claims ▼
- ID Cards ▼
- Document Center ▼
- Benefits & Coverage ▲

Title	Level	Enable/Disable	Template	Actions
Benefits & Coverage	Parent			edit content save this change reset to default



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- Claims ▼
- ID Cards ▼
- Document Center ▼
- Benefits & Coverage ▲

Title	Level	Enable/Disable	Template	Actions
Benefits & Coverage	Parent			edit content save this change reset to default
Benefits Overview	Child		<u>Select Template</u> ▼	edit content save this change reset to default
Plan Documents	Child	<input type="checkbox"/> <input type="checkbox"/>	Not set	edit content save this change reset to default



FAQ Management



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[BULK TAG](#) [NEW QUESTION](#) [NEW SUBTOPIC](#) [NEW TOPIC](#)

All Visible Hidden Drafts No Drafts Mobile

Tags...

Type question here



Most Frequently Asked Questions



Enrollment



Benefits



Claims



Member ID Cards



Online Services



Omnia



Away From Home Care Program





FAQ Management



Tags... Clear

Type question here

Dashboard

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Most Frequently Asked Questions

- How can I tell if my claim was processed as in network?
- How can I see how much I owe and how much was paid on my claim?
- How can I update my information about additional insurance/coordination of benefits so I know my claim will be processed correctly?
- Can I chat online with a Horizon BCBSNJ Member Services Representative?
- test 5820



FAQ Management



Dashboard

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Tags... Clear

Type question here

Most Frequently Asked Questions



How can I tell if my claim was processed as in network?

You can check the status of your claim and how your claim was processed, by signing in to Member Online Services. Then:

1. Click Claims.
2. Then click Recent Claims, then View PDF to see the details of your claim contained in the Explanation of Benefits (EOB).
3. If the EOB is unavailable, click Claim Details to view details.

You will be able to see the amount the provider submitted, the amount Horizon BCBSNJ paid and any amount you are responsible for, if applicable. Remember when you stay in network you get the most from your benefits and usually pay less out of pocket. Use our [Doctor & Hospital Finder](#) to find a participating doctor, hospital or other health care professional near you.



How can I see how much I owe and how much was paid on my claim?



How can I update my information about additional insurance/coordination of benefits so I know my claim will



Edit Question / Answer Pairs

PUBLISHED

NEW DRAFT

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Member Portal U

How can I tell if my claim was processed as in network?

Web Answer

B *I* U x_2 x^2 A *T*

You can check the status of your claim and how your claim was processed, by signing in to Member Online Services. Then:

1. Click Claims.
2. Then click Recent Claims, then View PDF to see the details of your claim contained in the Explanation of Benefits (EOB).
3. If the EOB is unavailable, click Claim Details to view details.

You will be able to see the amount the provider submitted, the amount Horizon BCBSNJ paid and any amount you are responsible for, if applicable. Remember when you stay in network you get the most from your benefits and usually pay less out of pocket. Use our [Doctor & Hospital Finder](#) to find a participating doctor, hospital or other health care professional near you.

Mobile Answer +

Most frequently asked question?

save tags

cancel



How can I update my information about additional insurance/coordination of benefits so I know my claim will be processed correctly?

Admin x Membre x Membre x [HBCB x Zipari - x Meet - x Extensi x Merge x Using t x https:// x Inbox (x Membre x tspence@zipari...

localhost:8903/feature/edit/faq/pairs

Horizon  FAQ Management 

Edit Question / Answer Pairs **PUBLISHED** **NEW DRAFT**

Most frequently asked question?

Topics / Subtopics
Claims / Claims Paid Inquiry

Related Questions
Why was my claim for services denied for being out of network?
Why was my claim not paid?
Why did you pay me and not my doctor?
How can I see how much I owe and how much was paid on my claim?
Has the claim from my doctor been processed? I received a bill for services in the mail and I don't know what to do with it.

Tags
New tag...

save tags **cancel**

  How can I update my information about additional insurance/coordination of benefits so I know my claim will be processed correctly?



Edit Question / Answer Pairs

PUBLISHED

DRAFT

Claims / Claims Paid Inquiry

Select Topic

Select Subtopic

ADD +

Related Questions

Why was my claim for services denied for being out of network?

Why was my claim not paid?

Why did you pay me and not my doctor?

How can I see how much I owe and how much was paid on my claim?

Has the claim from my doctor been processed? I received a bill for services in the mail and I don't know what to do with it.

Select Topic

Select Subtopic

Select Question

ADD +

save draft

cancel

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applicable. Remember
a participating doctor,



How can I update my information about additional insurance/coordination of benefits so I know my claim will be processed correctly?



FAQ Preview



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Topics

Claims

Subtopics

Claims Not on File

Where do I send a claim to get paid?

I mailed in my claim, but I don't see it on the system.

For claims that are sent by mail to Horizon BCBSNJ, there is a 30-day processing period. If the claim you are looking for was mailed within the last 30 days, please allow Horizon BCBSNJ the full time frame for processing.

If it has been over 30 days since you mailed your claim, please call Member Services at the phone number on the back of your member ID card. Depending on your plan, you may also be able to send us a secure email or Live Chat with a Member Services Representative once signed in to Member Online Services.

I received a letter stating that my claim is missing information. How do I submit or verify this information?

What happens once I'm enrolled in Go Paperless??

Why should I enroll in Go Paperless?



FAQ Export



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Preview Export

All Visible Hidden Draft Only Published Mobile Tagged

Topics

Filter tags...

Subtopics

Keyword Search

Published

Topics: Omnia

SubTopics: OMNIA Health Plans

Visible: true

Most Frequently Asked: false

Published: true

What is telemedicine and is it included in the OMNIA Health Plans?

Top

Web Answer



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Published

Topics: Omnia

SubTopics: OMNIA Health Plans

Visible: true

Most Frequently Asked: false

Published: true

What is telemedicine and is it included in the OMNIA Health Plans?

Web Answer

OMNIA Health Plan members have access to a convenient, confidential telemedicine service, Horizon CareOnline. Through this service, you can talk with a licensed, board-certified doctor via video, chat or phone, 24 hours a day, seven days a week, no appointment needed.

Horizon CareOnline does not replace your relationship with your Primary Care Physician (PCP) or personal doctor. You can use Horizon CareOnline when:

1. Your doctor's office is closed.
2. You feel too sick to drive.
3. You are traveling and need medical care.

Once signed in to Member Online Services, click *Doctors & Care* and then click *Telemedicine* from the top of the screen. You can also call

[1-877-716-5657](tel:1-877-716-5657) or search the App StoreSM or Google PlayTM for the Horizon CareOnline app*.

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

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Published

Topics: Benefits

SubTopics: Authorizations

Visible: true

Most Frequently Asked: false

Published: true

Tags: small (2-50)

What is prior authorization?

Web Answer

Prior authorization is the written approval by Horizon BCBSNJ, prior to the date of service, for a doctor or other health care professional or facility to provide specific services or supplies. It is sometimes called pre-authorization, prior approval or pre-certification. Your Horizon BCBSNJ plan may require prior authorization for certain services before you receive them, except in an emergency. Prior authorization isn't a promise your health insurance or plan will cover the cost. Your participating doctor will work with Horizon BCBSNJ to obtain prior authorization.

Related Questions

How can I find out if I need an authorization?

Top

Published

Topics: Benefits

SubTopics: Deferrals

Visible: true

Most Frequently Asked: false

Published: true



Admin Console

Username

Password

Sign In

[Forgot username](#) | [Forgot password](#)



New Question / Answer Pair

Type or Search Question

|

What is telemedicine and is it included in the OMNIA Health Plans?

What is prior authorization?

Do I need a referral?

Are orthodontia services reimbursable under my Flexible Spending Account (FSA)?

Can I change my Flexible Spending Account (FSA) contributions during the year?

Mobile Answer +

Most frequently asked question?

save draft cancel

NEW TOPIC





New Question / Answer Pair

Type or Search Question

Do I need a referral?

Web Answer

B *I* U x_2 x^2 A *T*

Insert text here ...

Mobile Answer +

Most frequently asked question?

save draft

cancel

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NEW TOPIC

Admin x Membe x Membe x [HBCB x Zipari - x Meet - x Extensi x Merge x Using t x https:// x Inbox (x Membe x tspence@zipari...

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Horizon  FAQ Management 

BULK TAG NEW QUESTION NEW SUBTOPIC NEW TOPIC

All Visible Hidden Drafts No Drafts Mobile

Tags... Clear

Type question 

Create New SubTopic 

Select Topic

Enter New SubTopic *

SAVE CANCEL

Most Frequent

Enrollment 

Benefits 

Claims 

Member ID Cards 

Online Services 

Omnia 

Away From Home Care Program 

Admin x Membe x Membe x [HBCB x Zipari - x Meet - x Extensi x Merge x Using t x https:// x Inbox (x Membe x tspence@zipari...

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Horizon  FAQ Management 

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Enter New Topic

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Most Frequently Asked Questions

Enrollment

Check or change coverage **15**

Address Change **1**

Coverage Letter **1**

Testing **1**

Benefits

Claims

Member ID Cards

Online Services

Omnia



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Member Portal URLs

Type question here



Most Frequently Asked Questions

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Check or change coverage 15

Address Change 1

How do I update or change my address?

Coverage Letter 1

Testing 1

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