

Brief Notes

News for
Brokers and Consultants

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3 Penn Plaza East, Newark, NJ 07105-2200

Applies to: All Markets

East Orange General Hospital no longer part of Horizon Hospital Network

East Orange General Hospital has terminated its hospital contract with Horizon Blue Cross Blue Shield of New Jersey. Under state law, the terms of Horizon BCBSNJ's hospital contract with East Orange General Hospital are extended for four months through October 29, 2009, and Horizon HMO members may continue to use East Orange General Hospital as a network hospital through October 29, 2009 (prior authorization must be obtained when required).

Under the terms of Horizon BCBSNJ's contract, other Horizon BCBSNJ members may continue to use East Orange General Hospital at an in-network level of benefits through October 29, 2009 (prior authorization must be obtained when required) as a period for transition of care. Beginning October 30, 2009, East Orange General Hospital will no longer be a Horizon BCBSNJ network hospital for any Horizon BCBSNJ members.

As always, we are focused on ensuring that our members have access to needed care. We are working with our large network of hospitals and physicians to minimize the disruption caused by East Orange General Hospital's actions. We are also in the process of sending letters to affected subscribers and physicians explaining the ramifications of this termination and how it affects the members' benefits.

Please see below for answers to questions you may have about these changes in our network.

Q1. How do these changes affect my clients' benefits?

A1. Your clients have the same basic health plan benefits. Horizon HMO, Horizon Medicare Blue Value and Horizon Medicare Blue Solutions members, however, receive nonemergency hospital coverage only when they use hospitals in the Horizon Hospital Network.

Horizon POS, Horizon Direct Access, Horizon PPO, Horizon Medicare Blue Access and other Horizon BCBSNJ members incur lower out-of-pocket costs and realize maximum coverage benefits by using our Horizon Hospital Network.

Q2. What should my clients do in a medical emergency?

A2. In case of a medical emergency, your clients should go to the nearest emergency facility, without worrying about network affiliations.

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Horizon Blue Cross Blue Shield of New Jersey



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Q3. What do my clients do if they are currently receiving treatment at East Orange General Hospital?

A3. If your clients are currently receiving treatment at East Orange General Hospital for a condition requiring continuous treatment or for pregnancy, which they believe will extend beyond October 29, 2009, they can continue treatment as long as they contact Horizon BCBSNJ Member Services at the telephone number listed on their ID cards, and we agree to authorize the ongoing care at this hospital.

Q4. When do these changes take effect?

A4. East Orange General Hospital terminated its contract with Horizon BCBSNJ, effective 12:01 a.m. Eastern Time, June 30, 2009.

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We encourage all members to use network hospitals to maximize their benefits and minimize their out-of-pocket costs.

Q5. How can my clients find out about other hospitals in the network?

A5. Your clients have a choice of network hospitals throughout New Jersey and in New York, Pennsylvania and Delaware. They can search for hospitals participating in the Horizon Hospital Network by visiting our Web site, www.HorizonBlue.com, and using the *Provider Directory* search tool. They may also refer to the attached list of hospitals in the Horizon Hospital Network.

We apologize for any inconvenience this may cause your clients and their employees. Please contact your Horizon BCBSNJ sales representative if you have questions.