

# Here When You Need Us Most

When it comes to your health, things can change in the blink of an eye.

For nearly 90 years we've been there for you, adapting to new challenges and meeting your needs with new plans, services and ways of helping our members achieve their best health. See how we've been working hard to always be there for our communities and our members.

## A FORCE FOR GOOD DURING COVID-19

As New Jersey grappled with the effects of COVID-19, we made changes to support our members and communities during the public health emergency.



### FOR MEMBERS



**Eliminated** out-of-pocket costs for testing and treatment related to COVID-19



**Protected** access to care by making more no-cost telemedicine and teledentistry options available



**Increased** cost-free, individualized mental health supports and services



**Expanded** pharmacy benefits with early refills, 90-day refills and free home delivery



**Helped** employers maintain coverage for their employees



**Waived** pre-authorization and referral requirements to ensure members had prompt access to care



### FOR FRONTLINE HEALTH PROFESSIONALS

DONATED  
**\$2.5M**  
WORTH OF PPE

**500,000**  
N95 MASKS  
**81,000**  
FACE SHIELDS



Offered mental health care options tailored to their unique needs



Provided advance payments to help doctors and dentists continue delivering essential care



### FOR NJ COMMUNITIES

**\$2M**

Donated \$2 million to support the NJ Pandemic Relief Fund

**\$800K**

Donated \$800,000 to local non-profits and community groups

## ALWAYS FOCUSED ON THE HEALTH CARE CHALLENGES OF TOMORROW

What our members need and expect from health care has changed. We've been listening and responding to meet their needs:



Pioneered Episodes of Care program in NJ to work with doctors to improve the quality of care and patient experience, while reducing the overall cost of care



Integrated mental and behavioral health services with routine care and gave doctors more tools to provide whole person care, body and mind



Built partnerships with community health organizations to address housing and food insecurity, education disparities, transportation issues, work opportunities and access to care



Developed programs that address chronic health issues and foster lifestyle changes that can improve overall health



Made getting care more convenient by using technology like the Horizon Blue App to put the power of good health in the palm of your hand

Just as we've been here during every challenge and crisis, we're constantly preparing for an evolving future to make health care work better for our members. Modernizing to a not-for-profit mutual corporate structure will better position us to continue to be there when our members need us most, while never compromising our not-for-profit status and mission.

**That's how Blue works for you.**

