

COVID-19 Stakeholder Toolkit (3.19.2020)

The New Jersey Division of Pensions and Benefits (NJDPB), on behalf of the State Health Benefits Program (SHBP) and School Employees Health Benefits Program (SEHBP) is taking action to protect the health and safety of our members and their families in the wake of the 2019 Coronavirus (COVID-19) outbreak.

NJDPB has developed this toolkit to help you, as a key stakeholder involved with SHBP/SEHBP members, stay informed on various initiatives and other important information available on the COVID-19. Please review these materials and share as you see, bookmark the page, and check back often for the most up-to-date info from NJDPB and our multiple vendor partners.

*Please note that this document will be updated, as appropriate, and recirculated with an updated date.

Horizon BCBSNJ Information and Communications:

- Member FAQ <https://www.horizonblue.com/coronavirus-2019>
- COVID Resource Document in Spanish <https://www.horizonblue.com/es/coronavirus-2019>
- Provider FAQ <https://www.horizonblue.com/providers/news/news-legal-notice/covid-19-response-eliminating-cost-sharing-qualified-network-telemedicine-services>
- Provider News and Legal Notices page <https://www.horizonblue.com/providers/news/news-legal-notice>
- Member Email Regarding Waiver of Cost-Share <https://www.horizonhealthnews.com/horizon-eliminates-cost-sharing-for-qualified-in-network-telemedicine-services/>
- Telehealth and Telemedicine Flyer <https://www.horizonblue.com/shbp/tools-services/horizon-careonline-telemedicine>
- Video Intro to Telemedicine:
<https://www.horizonblue.com/shbp/tools-services/horizon-careonline-telemedicine>

Aetna Information and Communications (Medicare Advantage Members):

- Member FAQ [What you need to know about the coronavirus \(COVID-19\)](#)
- Provider FAQ [Provider-education-manuals \(COVID-19\)](#)
- Mental Health Resources [Resource For Living Toolkit \(COVID-19\)](#)
- **Healing Better program** - members who are diagnosed with COVID-19 will receive a care package [SHBP/SEHBP COVID Microsite under construction will be live 3/20]

Optum Rx

- Optum Member FAQ - <https://www.optumrx.com/content/dam/openenrollment/pdfs/state-of-new-jersey/optum-faq-regarding-corvid-19.pdf>
- COVID Client FAQ <https://www.optumrx.com/content/dam/openenrollment/pdfs/state-of-new-jersey/optumrx-direct-covid-19-client-faq.pdf>
- Member Communication Regarding Mail Order
<https://www.optumrx.com/content/dam/openenrollment/pdfs/state-of-new-jersey/optum-member-letter-regarding-mail-order.pdf>

Additional Mental Health Resources

- **myStrength** - Digital Health App available to SHBP/SEHBP Members at no cost for 90 days during COVID-19
 - Digital Health App based in clinical models like cognitive behavioral therapy, acceptance and commitment therapy, positive psychology, mindfulness, and motivational interviewing to improve and sustain health and well-being: [Here is a link to how your Members can access these resources](#)

Optum Rx

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- COVID Client FAQ <https://www.optumrx.com/content/dam/openenrollment/pdfs/state-of-new-jersey/optumrx-direct-covid-19-client-faq.pdf>
- Member Communication Regarding Mail Order <https://www.optumrx.com/content/dam/openenrollment/pdfs/state-of-new-jersey/optum-member-letter-regarding-mail-order.pdf>

Direct Primary Care Medical Home Communications

- Paladina- <https://www.paladinahealth.com/clients/state-new-jersey-horizon-bcbs/VirtualCare>
- RHealth Member Flyer regarding Virtual Access to R-Health Providers: <https://www.r-health.md/virtual/>

CMS Coronavirus Partner Tool Kit – links to federal agencies involved in COVID response

- <https://www.cms.gov/outreach-education/partner-resources/coronavirus-covid-19-partner-toolkit>

Horizon Health Guide:

1-800-414-SHBP (7427)

Aetna SHBP/SEHBP Customer Service:

1-877-782-8365

Optum SHBP/SEHBP Customer Service:

Active and Non-Medicare Retirees1-844-368-8740

Medicare Retirees1-844-368-8765