

TOWNSHIP OF MONROE
INSTRUCTIONS FOR SETTING UP ONLINE USER ACCOUNTS
HORIZON BLUE CROSS BLUE SHIELD (NJ DIRECT) AND EXPRESS
SCRIPTS FOR SUPPORTING DOCUMENTATION FOR
RETIREE MEDICAL/PRESCRIPTION REIMBURSEMENT CLAIMS

These instructions will explain the procedure for on-line registration with your health benefit provider Horizon Blue Cross Blue Shield of New Jersey (NJDIRECT) and prescription provider Express Scripts.

The purpose of your registration is to provide you on-line access to your health benefits plan information and prescription information. These online tools are necessary in order for you, the retiree to gather the information and required documentation necessary to receive reimbursement for out-of-pocket expenses incurred for certain medical/prescription expenses that occurred on or after **April 1, 2016** (the date the Township of Monroe switched medical/prescription coverage from Horizon Blue Cross & Blue Shield (BCBS) Direct Access Health Plan(s) Subgroups 02, 03, 05 and 06 to the New Jersey State Health Benefit Program (SHBP) NJ Direct 10, the current applicable Plan.

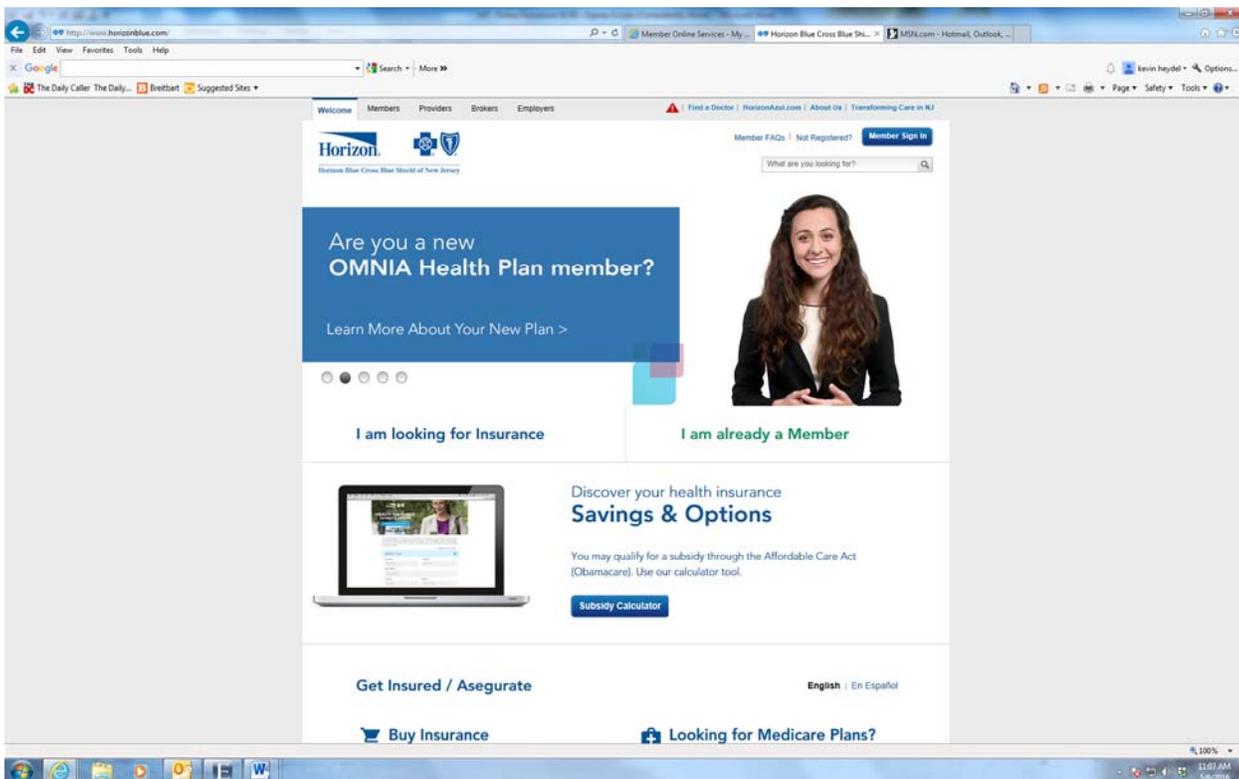
HORIZON BLUE CROSS BLUE SHIELD – MEDICAL CLAIMS

Horizon Blue Cross Blue Shield (NJDIRECT) routinely mails through the US Postal System an “Explanation of Benefits (EOB’s) every 15 days to the subscriber (retiree). The “Explanation of Benefits (EOB’s) are the documents a retiree must submit to Insurance Design Administrators (IDA) to claim reimbursement.

A subscriber may also retrieve copies of “Explanation of Benefits (EOB’s) for the subscriber and dependents by setting up a “User Account” online with Horizon Blue Cross Blue Shield of New Jersey (NJDIRECT).

Procedure for Setting up a User Account”:

1. Go to: www.horizonblue.com/
2. In the top right hand corner **click on “Not Registered”**



3. Complete the (3) Step Registration process below:

a) Enter your personal information:

The screenshot shows the registration page for Horizon Member Online Services. The page is titled "Registration" and has three steps: Step 1: Enter Your Personal Information, Step 2: Verify Your Identity, and Step 3: Create Username & Password. Step 1 is currently active. The form includes fields for First Name (Bob), Last Name (Smith), Email Address (bsmith@msn.com), and Confirm Email Address (bsmith@msn.com). A "Continue >" button is at the bottom of the form. The page also features the Horizon logo, a "Contact Help Desk" link, and a footer with legal notices and logos for Horizon Blue Cross Blue Shield of New Jersey.

b) Verify your identity:

The screenshot shows the registration page for Horizon Member Online Services, Step 2: Verify Your Identity. The page is titled "Verify Your Identity" and has three steps: Step 1: Enter Your Personal Information, Step 2: Verify Your Identity, and Step 3: Create Username & Password. Step 2 is currently active. The form includes a "Member ID Number" field, a "Your Date of Birth" field (Month, Day, Year), and a CAPTCHA challenge with the characters "HdPSXq". Below the CAPTCHA, there is a checkbox for "I acknowledge that I am authorized to view the information contained within this application for lawful purposes..." and a "Continue >" button. A small inset window shows a sample of a Horizon ID card. The page also features the Horizon logo, a "Contact Help Desk" link, and a footer with legal notices and logos for Horizon Blue Cross Blue Shield of New Jersey.

c) Create Username & Password

The screenshot shows the 'Registration' process on the Horizon Blue Cross Blue Shield of New Jersey website. The user is at Step 3, 'Create Username & Password'. The page includes a progress bar with three steps: Step 1 (Enter Your Personal Information), Step 2 (Verify Your Identity), and Step 3 (Create Username & Password). The registration form contains the following fields:

- Username:** A text input field.
- Password:** A text input field with a 'Show Characters' link.
- Confirm Password:** A text input field with a 'Show Characters' link.
- Strength:** A progress bar indicating password strength.
- Security Question 1:** A dropdown menu to select a security question and a text input field for the answer.
- Security Question 2:** A dropdown menu to select a security question and a text input field for the answer.
- Security Question 3:** A dropdown menu to select a security question and a text input field for the answer.

At the bottom of the form, there are 'BACK' and 'Submit' buttons. Below the form, there is a disclaimer: 'Services and products may be provided through Horizon Blue Cross Blue Shield of New Jersey, Horizon Healthcare of New Jersey, Inc., Horizon Healthcare Dental, Inc., or Horizon NJ Health, a product of Horizon HMO, each of which is an independent licensee of the Blue Cross and Blue Shield Association'. There are also links for 'Legal Notice | Privacy Policy | Horizon BCEBSNJ Employees | Horizon BCEBSNJ Retirees' and a footer with '© Registered marks of the Blue Cross and Blue Shield Association' and '© Registered marks of Horizon Blue Cross Blue Shield of New Jersey'.

Registration process is now complete

Sign In Procedure:

1. Go to: www.horizonblue.com
2. Click on Member Sign-In
3. Enter Username & Password

The screenshot shows the 'Sign In' page on the Horizon Blue Cross Blue Shield of New Jersey website. The page features a 'Please Sign In' form with the following fields:

- Username:** A text input field.
- Password:** A text input field.
- Remember Username:** A checkbox.

Below the form is a 'Sign In' button. Underneath the button, there are links for 'Forgot Username?', 'Forgot Password?', and 'Not Registered?'. At the bottom of the page, there is a disclaimer: 'Services and products may be provided through Horizon Blue Cross Blue Shield of New Jersey, Horizon Healthcare of New Jersey, Inc., Horizon Healthcare Dental, Inc., or Horizon NJ Health, a product of Horizon HMO, each of which is an independent licensee of the Blue Cross and Blue Shield Association'. There are also links for 'Legal Notice | Privacy Policy | Horizon BCEBSNJ Employees | Horizon BCEBSNJ Retirees' and a footer with '© Registered marks of the Blue Cross and Blue Shield Association' and '© Registered marks of Horizon Blue Cross Blue Shield of New Jersey'.

When a subscriber is signed on , the home screen will reflect recent claims for the subscriber (employee/retiree).

A drop down box also allows the subscriber to choose other dependents on your plan. To view copies of claims “click on EOB” listed under the heading of “View EOB”.

When the “Explanation of Benefits” (EOB) is displayed print the Explanation of Benefits” (EOB).

Follow Instruction for submitting a Retiree Medical/Prescription Reimbursement Claim.

EXPRESS SCRIPTS – PRESCRIPTION CLAIMS

Procedure for Setting up a User Account”:

1. Go to: www.express-scripts.com
2. Click on “Register Now”

The screenshot displays the Express Scripts website interface. At the top, there is a navigation bar with the Express Scripts logo and links for Website Feedback, Corporate Site, Español, Frequently Asked Questions, and Contact Us. The main banner features a photograph of a child jumping in a field of dandelions, with the text "Peace of mind. Medicine can be hard to manage. We're here to help." and a prominent orange "REGISTER NOW" button. Below the banner, the page is divided into three columns. The left column contains a section titled "Need a Medicare Part D plan?" with a sub-heading "You can get reliable, affordable prescription drug coverage and caring service from Express Scripts Medicare (PDP)." and a "Learn more" link. Below this is a "Latest News" section with two bullet points: "Aun-Q Recall - Potential Inaccurate Dosage Delivery." and "View all product alerts and drug recall messages." The middle column contains a registration form with fields for "Username" and "Password", a "Remember username" checkbox, and a "SIGN IN" button. Links for "Forgot username?" and "Forgot password?" are also present. At the bottom of the form, it says "Don't have an account? Create one now!". The right column features the "TRICARE DoD/TRICARE Pharmacy Program" logo and the "acredo Our Specialty Pharmacy" logo. The browser's address bar shows the URL "https://www.express-scripts.com/index.html" and the search bar contains "EXPRESS SCRIPTS". The Windows taskbar at the bottom shows the system clock as 1:04 PM on 5/6/2016.

3. Complete Registration.

The screenshot shows the Express Scripts registration page. The browser address bar shows the URL <https://www.express-scripts.com/consumer/ide/registration>. The page header includes the Express Scripts logo and navigation links: Home, Terms of Use, Privacy, View text only, Español, Register now, and Login. The main content area is titled "Registration is easy" and contains the following sections:

- Registration is easy:** Information you will need to complete registration can be found on your prescription drug ID card. To get the most from your online account, you'll also need a prescription number to view your personalized information. **TRICARE Beneficiaries:** Do not complete the section below. Instead, please activate your account using our [TRICARE Mail Order activation process](#). All fields required for registration.
- Tell us about yourself:** Fields for First name, Last name, and Date of birth (mm, dd, yyyy).
- Provide your pharmacy benefit information:** Field for Member ID number (or subscriber ID / ID No.), radio buttons for "I am the member (cardholder)" and "I am a covered dependent", and a link "Need help finding your member ID number?".
- Create your user ID and password:** Fields for "Your user name" and "Create a password". Note: "Your username must be at least six characters, cannot be longer than fifty characters, cannot contain spaces and may be an email address." A "Password strength:" indicator is also present.

On the right side, there is a section titled "Already registered?" with the text "To access your account, [log in](#) now."

4. **REPEAT THIS PROCEDURE FOR EACH DEPENDENT**

5. Go to: www.express-scripts.com

6. Enter Username & Password

7. When on the "Home Page" go to the top toolbar to My Account and on the drop down box click on "Manage Personal Information."

8. On Viewing Preferences Click on "Edit Preferences".

9. Check box of "Family members who may view you online".

This will allow a subscriber to view and access all prescription information for the subscriber and dependents.

10. Check box of "Drug Name Display". This will display drug names of other online screens.

11. Click "Submit Changes".

OBTAINING INFORMATION FOR PRESCRIPTION REIMBURSEMENT

When a subscriber is signed on:

1. Go to the top toolbar to "Manage Prescription and on the drop down box click on "RX History & Balances".

2. Click on Prescription Claims & History Tab.

The “Claims and Balances” screen provides the subscriber detailed listing prescriptions for the subscriber and dependents. The subscriber can customize the “date range” by clicking on “Change Date Range” and entering the date range preferred.

THE SUBSCRIBER MAY USE THIS REPORT TO SUBMIT FOR PRESCRIPTION REIMBURSEMENT. THE REPORT REFLECTS ALL PRESCRIPTION PURCHASED THROUGH “MAIL IN” TO EXPRESS SCRIPTS AND PRESCRIPTION PURCHASED THROUGH RETAIL (I.E. CVS, WALGEREENS, RITE AID ETC.)

12. To print this report click on “Print this Page”.

Follow Instruction for submitting a Retiree Medical/Prescription Reimbursement Claim.

To set up payment information for Mail In Orders to Express Scripts,:

13. Go to “My Account” and click on Edit Payment Information.

14. You may choose payment by checking account or by credit card. You also can choose the option of “Auto pay”.

Any questions regarding these procedures can be directed to either Christine J. Scola at (856) 728 – 9800 ext. 205 or Kevin W. Heydel at (856) 728 – 9800 ext. 202.