Your Horizon Blue Cross Blue Shield of New Jersey health plan includes Horizon CareOnline℠. Use this convenient, confidential telemedicine service to get the care you need by video, chat or phone. As the coronavirus (COVID-19) has become a global concern, Horizon CareOnline telemedicine service is available to you at no cost.

Need urgent medical care?
Get treated 24/7, by experienced, U.S. board-certified doctors for urgent health conditions, including:
• Colds and flu
• Abdominal pain
• Fever
• Sinusitis
• Skin irritations
• And more

Need behavioral health care?
Make an appointment between 7 a.m. and 11 p.m., to talk with a licensed psychiatrist, psychologist or social worker for help with:
• Anxiety
• Attention deficit/hyperactivity disorder (ADHD)
• Bipolar disorder
• Depression

You can read each health care professional’s profile and patient reviews before selecting one for your care. You can even get a record of your visit by secure email to share with your doctors.
Follow these simple step-by-step instructions to register:

1. Go to HorizonCareOnline.com.
2. Click Sign Up and then add your name and email, and create a password.
3. Select your State, Date of Birth, Gender. Click or tap Enter.
4. For Do you have health insurance? enter Yes, then select Horizon Blue Cross Blue Shield of New Jersey as your health plan.
5. Enter the subscriber ID number from your member ID card.
6. For Are you the primary subscriber?, select YES or NO.
   - If no, add the primary subscriber’s name, date of birth and your relationship to the subscriber.
7. Enter your service key to get access to all available services and pricing.
   - If you have the SHBP health plan, use: SHBP
   - If you have the NJ DIRECT ZERO health plan, use: SHBPZERO

If you need help registering for or using Horizon CareOnline, please email HorizonCareOnline@AmericanWell.com.

How much does it cost?

Through your Horizon BCBSNJ health plan, you also have 24/7 access to care provided by U.S. board-certified doctors through Horizon CareOnline, our Telemedicine service. During this extraordinary time member cost-sharing obligations will be waived for covered services associated with a visit to an in-network physician or in-network mental health professional including primary care doctors, specialists, therapists, LCSWs, or urgent care doctors when conducted by phone or video.