

Quality Management (QM) Program

OUR PLEDGE TO QUALITY

Horizon Behavioral Health's QM Program makes sure members get safe, quality care. We always look for ways to be better. For more about the program, call (800) 626-2212, extension 372329.

Mental Health or Substance Use Disorder Help 24 Hours a Day, Seven Days a Week

The person who takes your call can direct your care. This may involve an urgent or emergency referral or help getting admitted to a hospital. Our team can make arrangements with all types and levels of care.

Your call is private. We will always check your identity at the start of a call. Staff will also say their name and job title.

UTILIZATION MANAGEMENT DECISION-MAKING

Horizon Behavioral Health's decision making is based on care, service, and plan details. Providers or others are not rewarded for denying coverage or service. Decision makers do not get rewards to support rulings that end in less care than needed.

Care and Benefits Questions

CUSTOMER SERVICE

Managed Long Term Services and Supports (MLTSS) Members Call: 844-444-4410

DDD Members Call: 877-695-5612

NJ Total Care Members (DSNP) Call: 855-682-7996

TDD/TTY line: (888) 540-7313 (all plans)

If it is easier to talk in a language other than English, please ask for an interpreter.

CLAIMS ISSUES AND SERVICE

Claims issues are not managed by Beacon Member would call HNJV customer services lines below:

MLTSS: 844-444-4410

DDD: 1-800-682-9090

NJ Total Care (DSNP) - 800-543-5656

TTY/TDD: 711