



# HEALTHCARE OMBUDSPERSON PROGRAM

The Healthcare Ombudsperson Program is a joint venture between CWA and the State of New Jersey to provide education and counseling to employees, to resolve employee issues effectively and efficiently, and to work collaboratively to create better healthcare outcomes.

## STATE HEALTH BENEFITS PROGRAM

The State Health Benefits Plan offers medical, dental, and prescription drug coverage to qualified State workers and their eligible dependents.

- [Medical Plan Design Comparison Chart](#)
- [Horizon Premium Contribution Calculator](#)
- [Dental Plan Fact Sheet](#)
- [Dental Plan Cost Sheet](#)
- [OptumRx Prescription Drug List](#)

## PLAN CONTACTS

### Medical Plan

- [Horizon BCBSNJ](#): (800) 414-7427

### Dental Plan

- [Aetna Dental Expense Plan](#): (877) 782-8365
- [Aetna DPO](#): (800) 843-3661
- [Cigna Dental Health](#): (800) 564-7642
- [Horizon Dental Choice](#): (800) 433-6825
- [Metlife](#): (866) 880-2984

### Prescription Drug Benefits

- [OptumRx](#): (844) 368-8740

## MEMBER GUIDEBOOKS

- [CWA Unity Direct](#)
- [Horizon OMNIA](#)
- [Prescription Drug Plan](#)
- [Dental Plans](#)

## BENEFITSOLVER

Workers can enroll in, make changes to, or waive their health benefits through the Benefitsolver application.

- [Guide to Logging into Benefitsolver](#)
- [Register](#)

## WELLNESS PROGRAMS AND RESOURCES

- [NJ WELL](#) – Provides inclusive and holistic experiences to meet members' needs through activities and educational programming to support healthy lifestyles. Obtain 800 points and earn a \$350 reward.
- [MyChoice Find-a-Provider](#) – Log in to your [MyNJBenefitsHub.nj.gov](https://MyNJBenefitsHub.nj.gov).
- [Horizon bFit](#) – Earn a \$20 monthly reward towards the cost of a participating gym membership.
- [Horizon Blue365 Discounts](#) – Blue365® is a discount program administered by the Blue Cross Blue Shield Association that can help eligible members save on products and services for a well-balanced lifestyle.
- [Hinge Health](#) – Conquer back or joint pain from the comfort of your home!
- [Horizon Maternity Program](#) – If you become pregnant, Horizon will be with you and your obstetrician every step of the way, with comprehensive prenatal and maternity coverage.
- [Livongo Diabetes/Hypertension Whole Person Program](#) – Learn how to manage your diabetes, blood pressure, weight and mental health with a free, individualized program from Livongo that combines advanced technology and coaching.
- [Vision Care Program](#) – Biannual reimbursements of up to \$45 for eye exams and up to \$90 for prescription lens or contact lenses.
- [Advanced Directives](#) – The decisions that patients and families make regarding palliative and end-of-life care are critical to ensuring that medical treatment and individual quality-of-life wishes are properly carried out.
  - ▶ See also: [Conversation of Your Life](#) by New Jersey Health Care Quality Institute

## TAX\$AVE PROGRAMS

- [Flexible Spending Account \(FSA\)](#) – A Medical FSA is an account you fund to pay for qualified out-of-pocket medical, dental, orthodontia, vision and prescription expenses.

For More Information contact your CWA Local 1037 Healthcare Ombudsperson or visit [MyNJBenefitsHub.nj.gov](https://MyNJBenefitsHub.nj.gov)

**CWA** Victoria Fisher  
✉ [Victoria.Fisher@dol.nj.gov](mailto:Victoria.Fisher@dol.nj.gov)

☎ (973) 623-1828

🌐 [cwa1037.org](https://cwa1037.org)