



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 Plans

- Plan Design Comparison
[Horizon](#) | [Aetna](#) | [Side-by-Side](#)
- Horizon Member Guidebooks
[CWA Unity Direct](#) | [Horizon OMNIA](#)
- Premium Contribution Calculator
[Horizon](#) | [Aetna](#)
- Aetna Member Guidebooks
[CWA Unity Freedom](#) | [Aetna Liberty](#)

Dental Plans

- Plan Design Comparison
Dental Expense Plan: [Horizon](#) | [Aetna](#)
Dental Maintenance Organization: [Aetna](#)
- Premium Contribution
[Biweekly Employees](#) | [Monthly Employees](#)
- [Member Guidebook](#)

Prescription Drug Plan (OptumRx)

- [Prescription Drug List](#)
- [Drug Pricing](#)
- [Member Guidebook](#)

HEALTH BENEFIT PLAN CONTACTS

Medical Plans

- [Horizon](#): (800) 414-7427
- [Aetna](#): (877) 782-8365

Dental Plans

- [Aetna Dental Expense Plan](#): (877) 782-8365
- [Horizon Dental Expense Plan](#): (800) 433-6825
- [Aetna DPO](#): (800) 843-3661

Prescription Drug Plan

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

BENEFITSOLVER

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

- [Guide to Accessing Benefitsolver](#)

AMBULATORY SURGICAL CENTERS

An **Ambulatory Surgical Center (ASC)** is a facility separate from a hospital that focuses on a limited number of lower-risk surgeries and tests at no or lower out-of-pocket cost.

- **Frequently Asked Questions:** [Horizon](#) | [Aetna](#)

WELLNESS PROGRAMS

- **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.
- **Horizon bFit | Aetna Fitness** – Earn a \$20 monthly reward towards the cost of a participating gym membership.
- **Wellness Discounts:** [Horizon Blue365](#) | [Aetna Discount Program](#) – Discount programs to help eligible members save on products and services for your health, wellness and life.
- **AbleTo:** [Horizon](#) | [Aetna](#) – A proactive approach to emotional support that works. The structured eight-week treatment program is personalized and tailored to each person's individual needs

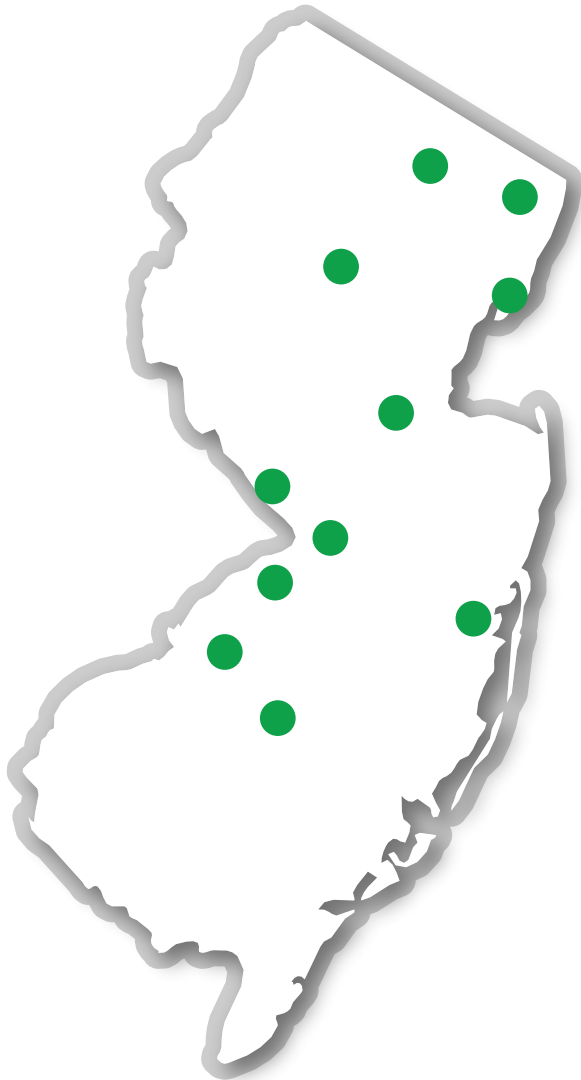
OTHER RESOURCES

- **Vision Care Program** – Biannual reimbursements of up to \$45 for eye exams and up to \$90 for prescription lens or contact lenses.
 - ▶ See also: [VSP Individual Vision Plan](#) at discounted rates through UnionPlus
- **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.
 - ▶ *Note: The FSA is administered by Horizon for members enrolled in both Horizon and Aetna medical plans*
- **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

For More Information contact your CWA Local 1037 Healthcare Ombudsperson or visit MyNJBenefitsHub.nj.gov



HEALTHCARE OMBUDSPERSON PROGRAM



DIRECT PRIMARY CARE

- zero membership fee and no copays
- same day or next day appointments
- little to no wait time to see the provider
- call, text, and video chat with your provider 24/7
- on-site blood work and basic medication dispensed for acute illnesses at no cost
- no need to change your current provider

LOCATIONS



Marathon Health™

Cherry Hill | Clifton | Ewing | Fair Lawn | Hamilton
Jersey City | New Brunswick | Toms River
Voorhees | West Orange | Willingboro



Schedule an appointment

Call 866-434-3255 or visit
clients.marathon.health/newjersey

Members must be enrolled in the CWA Unity (DIRECT/Freedom) or Tiered-Network (OMNIA/Liberty Plus) plans. For more information contact your CWA Local 1037 Healthcare Ombudsperson or visit MyNJBenefitsHub.nj.gov.



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(973) 623-1828



cwa1037.org

HR-626F (1/25)

HOW TO EARN THE NJWELL REWARD

CWA MEMBERS CAN EARN \$350!

1. Complete the required Online Health Assessment (100 points).

- **Horizon:** Log into the Horizon Member Portal at Horizonblue.com/shbp. Once logged in click **Wellness & Services**, then select **NJWELL**
- **Aetna:** Log into the Aetna Member Portal at Aetna.com. Once logged in click **Health & Wellness > Discover a Healthier You**, then select **NJWELL**.



2. Earn an additional 700 points by completing activities the Traditional Method or via the Direct Primary Care Method

All activities must be completed by October 31st, 2026 to earn the reward.

Traditional Method:

1. Complete NJWELL screening via one of three options at my.QuestforHealth.com (100 points)
 - a. Home test kit, or
 - b. Screening appointment at Quest DiagnosticsTM lab, or
 - c. Download Screening form, PCP signs, member submits to Quest, plus
2. Earn 600 additional points under the 5 categories listed on NJWELL Rewards page see below:

ACTIVITY CATEGORY	POINTS REQUIRED
Online Health Assessment	100
Health Screening	100
Clinically Managed	200
Emotionally Balanced	100
Financially Secure	100
Physically Fit	150
Socially Connected	50

DPC METHOD:

1. Complete a well visit and develop a care plan with a Direct Primary Care provider, plus
2. Complete an additional visit
 - Second visit may be office-based or telehealth (700 Points)

ACTIVITY CATEGORY	POINTS REQUIRED
Online Health Assessment	100
Complete two visits with a Direct Primary Care provider	700



HEALTHCARE OMBUDSPERSON PROGRAM

MENTAL AND BEHAVIORAL HEALTH

HELP IS HERE FOR ANYONE WHO NEEDS IT

In partnership with the NJDPB, Forge Health offers exceptional in-person and telehealth treatment for mental health, substance use, and associated trauma to New Jersey state employees.

- **100% private and confidential**
- **In-network for all NJ SHBO/SEHBP members**
- **Evidence-based approach that gets results**
- **Care provided exclusively by licensed clinicians**
- **Personalized to your unique circumstances and goals**
- **Outpatient treatment with flexible scheduling so you can maintain your daily life**

Comprehensive Mental Health and Substance Use Treatment

Counseling: Individuals, Families, and Couples

Primary Psychiatry

Forge VFR: Veterans & First Responders

Intensive Outpatient Programming

Pride at Forge: LGBTQ Individuals

Medication-Assisted Treatment (MAT)

FORGE
HEALTH



 **(888) 30-FORGE**
 **info.forgehealth.com/stateofnj**



FHE Health is a CWA preferred provider that specializes in addictive disorders and other behavioral health diagnoses such as mood disorders, depression, anxiety, and traumatic disorders.

- **Serving CWA members and their families for 15 years**
- **Utilizes State and Federal laws for job protection**
- **Confidential resources available to members and their families**

Contact: Janet Gerhard

 **(267) 249-0513**

You may now be eligible to use the

FIRST RESPONDERS PRIMARY CARE

This new benefit for CWA First Responders is a result of union power at work, which is based on an informed and engaged membership of over 30,000 workers who are ready to fight for quality, affordable healthcare as a human right!

Locations

250 Chambers Bridge Rd
Brick, NJ 08723
(732) 771-2222

61 Veronica Ave.
Somerset, NJ 08873
(848) 800-5157

54 Washington Street
Toms River, NJ 08753
(732) 505-0213

200 First Responders Way
Hamilton, NJ 08691
(609) 249-7073

231 Black Horse Lane
Monmouth Junction, NJ
08852
(848) 279-3001



ADVANTAGES FOR USING THIS PRIMARY CARE:



No co-pay, no deductible, no co-insurance for those covered under the State Health Benefits Program. Quality care with no out-of-pocket cost.



No requirement to switch your doctors.



One stop shop: Labs, X Rays, Physical Therapy all on site.



Behavioral Health Services: On-site or Virtual Visits.



Same or next day appointments for Primary Care.



Salaried doctors with no economic incentives to rush patients.



They also have Urgent Care, Immunizations, Flu/COVID testing, Telehealth/Telemedicine, and more.

More information can be found here:
partnershiphealthcenters.com



If you use this service, please consider reporting back to your Shop Steward regarding your thoughts on the quality of care you received.

Produced in house with union labor

If you are in one of these CWA titles, you are eligible to utilize this primary care at no cost to you:

Department of Children and Families

- Child Protection & Permanency Investigators
- Family Service Specialist Trainee
- Family Service Specialist 1
- Family Service Specialist 2
- Supervising Family Service Specialist 1
- Supervising Family Service Specialist 2
- Supervisor of Investigations Child Protection
- Assistant Family Service Worker 1
- Assistant Family Service Worker 2
- Assistant Family Service Worker 3

Department of Human Services

- Institution Abuse Investigation Unit
- Investigator 1 Child Protection
- Investigator 2 Child Protection
- Investigator 3 Child Protection

Office of the Law Guardian Investigators

- Investigator Apprentice (33350 & 33350C)
- Investigator 1 (33453 & 33453C)
- Investigator 2 (33454 & 33454C)
- Investigator 3 (33455)

Department of Environmental Protection

- Section Forest Fire warden
- Regional Forester
- Assistant Regional Forester
- Other DEP Divisions
- Forest Fire Observer
- Forest Fire Control Technician
- Section Forest Firewarden
- Forest Fire Pilot
- Assistant Division Forest Firewarden
- Supervising Forest Firewarden
- Communications Operator Trainee (EP)
- Communications Operator 1 (EP)
- Communications Operator 2 (EP)
- Communications Operator 3 (EP)
- Communications Officer

Institutional Titles

- Psychiatrist
- Psychologist
- Charge Nurses
- Supervisor of Nurses
- Assistant Director of Nursing Services 1 (03855F & 03855G)
- Advanced Practice Nurse
- Social Worker 1
- Social Worker 2
- Assistant Social Worker Supervisor
- Social Worker Supervisor
- Nursing Services Clerk
- Admitting Officer
- Behavior Support Technician
- Substance Abuse Counselor 2, 1
- Cottage Training Supervisor
- Residential Living Specialist
- Emergency Medical Services Technician
- Human Services Assistant
- Human Services Technician
- Institutional Trade Instructor 1
- Institutional Trade Instructor 2
- Medical Security Officer Recruit
- Occupational Therapy Assistant

- Physical Therapy Assistant
- Practical Nurse
- Principal Social Services Aide
- Recreation Aide
- Recreation Assistant
- Senior Medical Security Officer
- Senior Social Service Aide
- Senior Therapy Program Assist
- Senior Youth Worker
- Social Service Aide
- Senior Cottage Training Technician
- Senior Human Service Technician
- Senior Practical Nurse
- Substance Abuse Assistant
- Therapy Aide
- Therapy Program Assistant
- Training Assistant
- X Ray Technician
- Youth Worker
- Public Safety Telecommunicator Trainee
- Public Safety Telecommunicator
- Senior Public Safety Telecommunicator
- Supervising Public Safety Telecommunicator
- Chief Public Safety Telecommunicator
- County Emergency Management Coordinator

Office of Program Integrity and Accountability, specifically the Incident Verification Unit and the Office of Investigation

- Quality Assurance Coordinator (55955 & 55971)
- Quality Assurance Specialist Health Services (55954 & 55954C)