



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.
- [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

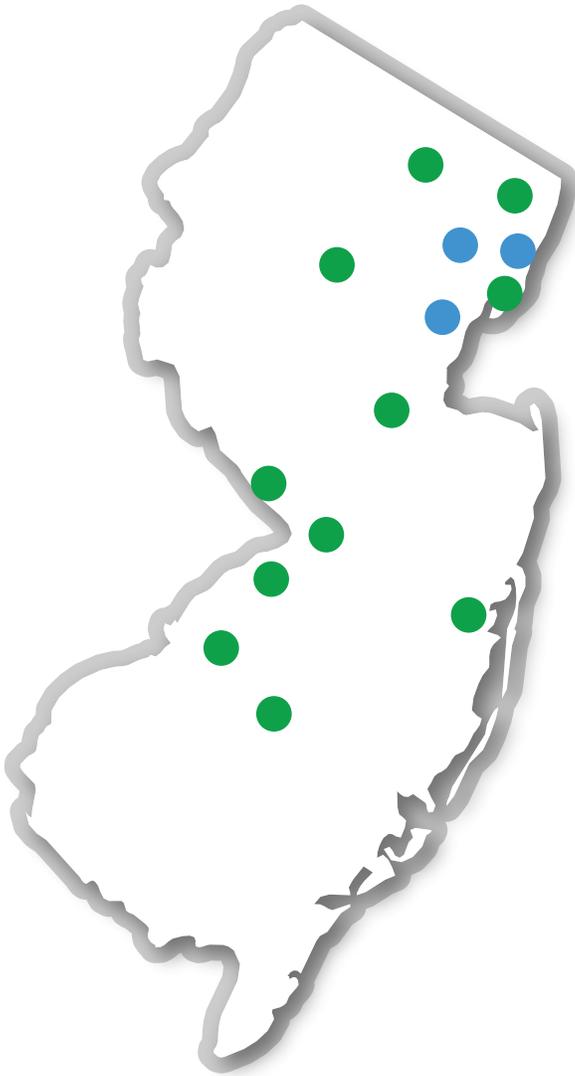
- [Flexible Spending Account \(FSA\)](#) – A Medical FSA is an account you fund to pay for qualified out-of-pocket medical, dental, orthodontia, vision and prescription expenses.

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

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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 doctor
- call, text, and video chat with your doctor 24/7
- on-site blood work and basic medication dispensed for acute illnesses at no cost
- no need to change your current doctor

LOCATIONS



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



Belleville | Elizabeth | Union City



SCAN QR CODE TO ENROLL

Members must be enrolled in the CWA Unity DIRECT or OMNIA plan.
For more information contact your CWA Local Healthcare Ombudsperson
or visit MyNJBenefitsHub.nj.gov.

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HOW TO EARN THE NJWELL REWARD

1. Complete the required Online Health Assessment (100 points). Log into the Horizon Member Portal at Horizonblue.com/shbp. Once logged in click **Wellness & Services**, then select **NJWELL**



SHBP/SEHBP

For Member Services, call 1-800-414-SHBP (7477)
Phone lines open today until 6:00 p.m. ET

SIGN IN

Plans ▾ Tools & Services ▾ Health Programs ▾ NJWELL ▾ Your Health ▾ Forms ▾ Understanding Your Plan ▾



Achieve Your Best Health & Earn Rewards with NJ WELL

Learn how the new NJWELL will help you be your best self – physically, emotionally, socially and financially.

Helpful Links

[COVID-19 Resources](#)

Get answers about coverage for testing, treatment and vaccines, and learn how to protect yourself and your loved ones.

[N.J. Division of Pensions & Benefits](#) ↗

Read plan guidebooks, get an enrollment form, learn about prescription drug coverage and more.

[Direct Primary Care Doctor Offices](#)

Get unlimited access to personalized care with no copays. It's easy – simply choose a Direct Primary Care doctor for you and your covered dependents.

[Horizon Behavioral HealthSM](#)

Find balance, health and wellness for your mind and body.

[Find a Doctor](#)

Search for participating network doctors, hospitals and other healthcare professionals.

[Health Programs](#)

Learn about various programs that can help you achieve your best health and well-being for your body and your mind.

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, 2024 to earn the reward.

Traditional Method:

1. Complete NJWELL screening via one of three options at [my.QuestforHealth.com](https://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)



(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



HEALTHCARE OMBUDSPERSON PROGRAM

CONTACT YOUR LOCAL'S OMBUDSPERSON

<p>Roman Sohor Local 1031 ✉ Roman.Sohor@dol.nj.gov</p>	<p> (732) 274-2171</p>	<p> cwa1031.org</p>
<p>Donna Meredith Local 1032 ✉ Donna.Meredith@dol.nj.gov</p>	<p> (609) 434-1032</p>	<p> cwalocal1032.org</p>
<p>Leslie Alvarez Local 1033 ✉ Leslie.Alvarez@dol.nj.gov</p>	<p> (609) 394-7725</p>	<p> cwalocal1033.com</p>
<p>Douglas Martucci Local 1036 ✉ Douglas.Martucci@dol.nj.gov</p>	<p> (609) 530-0060</p>	<p> cwa1036.org</p>
<p>Victoria Fisher Local 1037 ✉ Victoria.Fisher@dol.nj.gov</p>	<p> (973) 623-1828</p>	<p> cwa1037.org</p>
<p>Darcell Medley-Stokes Local 1038 ✉ Darcell.Medley-Stokes@dol.nj.gov</p>	<p> (609) 392-9982</p>	<p> cwa1038.org</p>
<p>Peggy Johns Local 1040 ✉ Peggy.Johns@dol.nj.gov</p>	<p> (609) 538-8899</p>	<p> cwa1040.org</p>

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