



Stay Healthy This Cold and Flu Season

Cold and flu symptoms can make you feel miserable and keep you from doing the things you enjoy. Be ready this season by taking simple steps to keep you and your family healthy:

- **Get your flu shot** as soon as it's available in your area.
- Wash your hands often with soap and water or use hand sanitizer if soap and water aren't available.
- Avoid touching your eyes, nose and mouth.
- Clean common surfaces often, such as phones, keyboards and doorknobs.
- Cough or sneeze into your sleeve or elbow instead of your hands.
- Avoid close contact with sick people and stay home if you do get sick.
- Exercise regularly, eat a healthy diet and get plenty of rest.

What is the Flu?

The flu is a serious disease that affects the respiratory system. For some people, flu symptoms may only last a few days, but for others, it can lead to hospitalization and sometimes even death. Getting your annual flu shot is the first and best step for preventing the flu. The flu shot is recommended for anyone 6 months of age and older, unless you've been told by your doctor that you shouldn't get it. If you have questions about the flu shot, or what to do if you get sick from the flu, call the **24/7 Nurse Line** at **1-866-901-7477**.

You can call the 24/7 Nurse Line with questions on any health topic, like:

- Flu and cold symptoms
- Fever, headache and sore throat
- Injuries, sprains or sore muscles
- Understanding your lab results
- Questions about prescription or over-the-counter medicines
- Questions about chronic conditions, such as asthma, diabetes or high blood pressure
- Preventive care¹

A registered nurse will answer your questions and help you understand if your symptoms need urgent medical care or if you can safely wait to see your doctor. Depending on your situation, nurses may even provide self-care tips so you can feel better faster.

You'll get safe, reliable answers every time you call. You can speak to a registered nurse by calling **1-866-901-7477**.

¹ Preventive care is a covered benefit under your Horizon BCBSNJ plan. You may also be eligible to earn NJWELL financial incentives or satisfy SHBP Retiree Wellness Program requirements by completing certain activities to help manage your health.

The 24/7 Nurse Line is available 24 hours a day, seven days a week. Just call 1-866-901-7477.

If you have hearing or speech difficulties, please call the TTY/TDD line at **711** to connect with a registered nurse.

If you're having a medical emergency, call **911** or your local emergency services number right away.

The 24/7 Nurse Line is not a substitute for your doctor's care. Nurses cannot provide a diagnosis over the phone, but they can provide information so you can decide what to do next.

For benefits and coverage questions, you can send Horizon BCBSNJ your questions using our secure email or chat with a Member Services Representative once signed in to Member Online Services, or call the Member Services number on the back of your member ID card.

Horizon Blue Cross Blue Shield of New Jersey complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, gender, national origin, age, disability, pregnancy, gender identity, sex, sexual orientation or health status in the administration of the plan, including enrollment and benefit determinations.

Spanish (Español): Para ayuda en español, llame al **1-866-901-7477**.

Chinese (中文): 如需中文協助, 請致電 **1-866-901-7477**。