



# NEW JERSEY DEPARTMENT OF HUMAN SERVICES

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**Medicaid Eligibility Reviews  
Resumed April 1, 2023**

# Restarting Eligibility Renewals

Since March 2020, NJ FamilyCare members have remained enrolled due to federal “maintenance of effort” requirements during the Public Health Emergency (PHE).

In December 2022, Congress enacted legislation that required states to resume Medicaid eligibility processes, starting on **April 1, 2023**. The COVID-19 PHE ended on May 11, 2023.

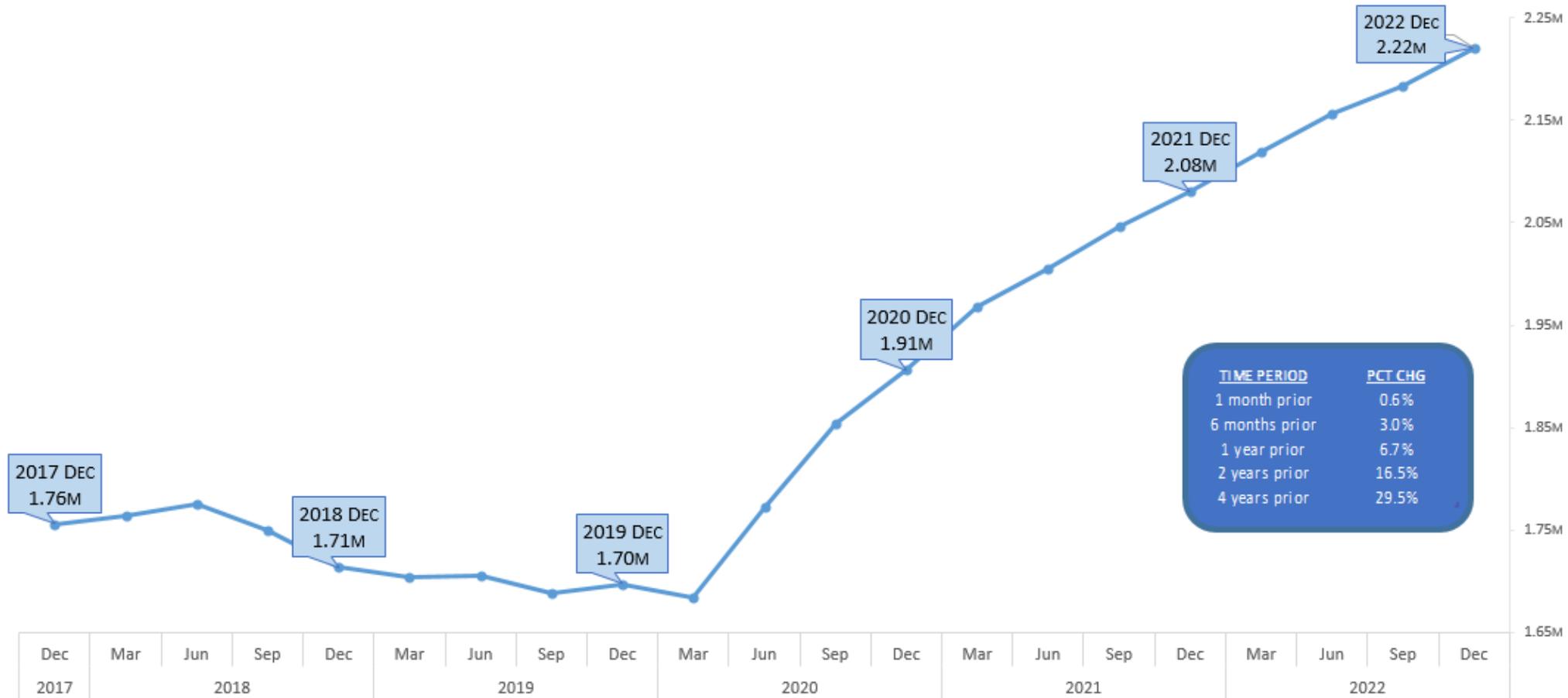
States have 12 months after April 1 to initiate eligibility renewals for all Medicaid beneficiaries – this includes more than 2 million NJ FamilyCare members. There are also new rules from Congress about eligibility and outreach.

This “unwinding” represents the single largest renewal exercise in the history of New Jersey’s Medicaid program. DMAHS is focused on doing this work the best way possible.

## What members need to do:

- ✓ Make sure NJ FamilyCare/Medicaid has your correct mailing address
  - ✓ Members can confirm or update their contact information by calling NJ FamilyCare at 1-800-701-0710 (TTY: 711). NJ FamilyCare will use this information to communicate with members about their healthcare coverage.
- ✓ Respond to mail from NJ FamilyCare/Medicaid
  - ✓ Members need to look for and respond to mail from the State of New Jersey or their local County Board of Social Services. If NJ FamilyCare requests information, they need to respond right away to avoid a gap in their NJ FamilyCare coverage.

# NJ FamilyCare Enrollment



# North Star Principles for Eligibility Unwinding

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Serve people the best way possible.

We will **resume Medicaid eligibility renewals** as required by federal rules, with a focus on the quality of our work and support for our members.

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Communicate with clarity and concern.

We will emphasize **shared understanding** as we manage broad technical systems and very unique individual circumstances.

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Experiment with new ways to solve problems.

We will collaborate in new ways with our **operational partners** – and we will consider how we can use those new approaches to improve our program for the long-term.

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Work closely with our stakeholders.

We will collaborate with our **community stakeholders** to raise awareness and provide support, with a shared commitment to equity, inclusion, and synergy.

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Show people we care.

We will make **empathy, positive energy, and collaborative focus** our hallmark, internally and externally.

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# Timeline for Eligibility Unwinding



NJ FamilyCare will send 1/12 of renewal mailings each month

# Eligibility Unwinding – Special Populations

- The details of renewing eligibility will be different for different categories of NJ FamilyCare members.
- Some eligibility groups may require additional or different documentation.
- DMAHS will work with community and state partners to provide targeted outreach and information to specific eligibility groups, including:
  - Aged, Blind, or Disabled (ABD) members
  - Members receiving services from the Division of Developmental Disabilities or the Children's System of Care
  - Members who receive long-term care through the Managed Long-Term Services and Supports (MLTSS) program
  - Members who have recently become eligible for Medicare
- **All** members should:
  - Make sure Medicaid has your correct mailing address by calling 1-800-701-0710 (TTY: 711)
  - Respond promptly to all mail from NJ FamilyCare



## What will this look like for NJ FamilyCare members?

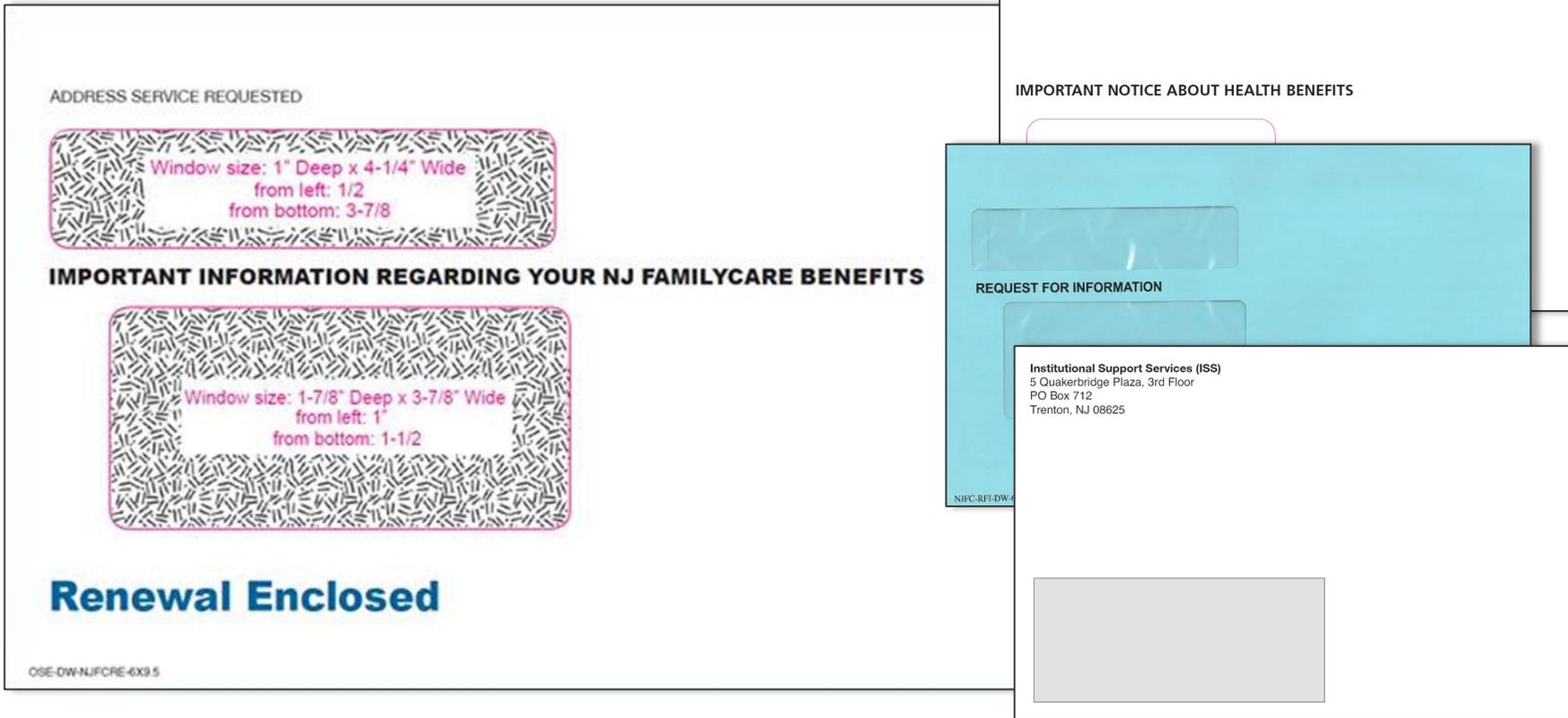
# Health Plan Support: Postcard Outreach

If you receive a postcard from your health plan, it means your NJ FamilyCare renewal mail is coming this month!



# Examples of NJ FamilyCare Envelopes

## ★New Renewal Envelope★



ADDRESS SERVICE REQUESTED

Window size: 1" Deep x 4-1/4" Wide  
 from left: 1/2  
 from bottom: 3-7/8

**IMPORTANT INFORMATION REGARDING YOUR NJ FAMILYCARE BENEFITS**

Window size: 1-7/8" Deep x 3-7/8" Wide  
 from left: 1"  
 from bottom: 1-1/2

**Renewal Enclosed**

OSE-DW-NJFCRE-6X3.5

State of New Jersey  
 P.O. Box 4818, Trenton, NJ 08650-4818  
 ADDRESS SERVICE REQUESTED

IMPORTANT NOTICE ABOUT HEALTH BENEFITS

REQUEST FOR INFORMATION

Institutional Support Services (ISS)  
 5 Quakerbridge Plaza, 3rd Floor  
 PO Box 712  
 Trenton, NJ 08625

Whenever you receive mail from NJ FamilyCare, make sure you open it right away and follow instructions inside.

# Example of NJ FamilyCare Renewal Application

## Cover letter



Affordable health coverage. Quality care.

**Renew Your Medicaid Benefits**

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Date:

RE:

Case #:

Dear NJ FamilyCare Aged, Blind, Disabled Program Beneficiary:

It is time to renew! You must respond by  or lose your benefits.

- Complete the application, answer all questions and sign the last page of the application after reading the Rights and Responsibilities section. Be sure to tell us about any changes since your last eligibility determination for you and your spouse.

## Application

**NJ FamilyCare**  
**Aged, Blind, Disabled Programs**



Affordable health coverage. Quality care.  
STATE OF NEW JERSEY  
Department of Human Services  
Division of Medical Assistance and Health Services

**RENEWAL APPLICATION**

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**INSTRUCTIONS:**  
This form must be completed to continue benefits. The Beneficiary is the person already enrolled in the NJ FamilyCare Aged, Blind, Disabled programs.

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**SECTION 1**

**Demographic Information**

PLEASE PRINT

Beneficiary's Name: \_\_\_\_\_

Last First Middle

Home Address: \_\_\_\_\_

Street City State Zip Code

Current Mailing Address (if different from above): \_\_\_\_\_

Street City State Zip Code

Is Beneficiary living in a facility?     Yes     No

Beneficiary's Phone Number: ( \_\_\_\_ \_\_\_\_ ) \_\_\_\_ \_\_\_\_ - \_\_\_\_ \_\_\_\_

# Health Plan Support: Phone/Text/Email Outreach

## End of month text message from health plan:

By now you should have received your NJ FamilyCare renewal mail. Please open it and follow instructions right away. Questions? 1-800-701-0710 TTY 711. Reply STOP to cancel.

*Phone and Email messages are on the same theme, just slightly longer*



# Scam Awareness

- Other states are reporting that members have received illegitimate/scam text messages
- NJ FamilyCare and our health plans will **never**:
  - Ask for money in a text message
  - Pressure you for personal or bank account information
  - Make threats about legal action or demand secrecy
- Do not share your personal or banking information with anyone who claims to represent NJ FamilyCare or your health plan
- Call 1-800-701-0710 (TTY 711) if you have any questions

## ATTENTION

### NJ FAMILYCARE MEMBERS

**Beware of renewal scams.** Other states are reporting that members have received illegitimate messages claiming to be from their Medicaid agency. Scammers may pretend to be from a legitimate organization or a government agency using phone, text or email – but their goal is to steal from you.

NJ FamilyCare and its health plans send text messages to members, but we will **never**:

- Charge or ask for money from individuals to enroll or re-enroll.
- Threaten legal action or to seize your bank account.
- Require payment by gift card, prepaid debit card, Internet currency or mailed cash.
- Pressure anyone for personal information or demand secrecy.



Do not share banking or credit card information with anyone that calls you claiming to represent NJ FamilyCare, the Department of Human Services, the Division of Medical Assistance and Health Services or your NJ FamilyCare health plan.

Don't hesitate to call us at **1-800-701-0710 (TTY: 711)** or visit [www.njfamilycare.org](http://www.njfamilycare.org) for assistance.

# Health Plan Support: Risk of Coverage Loss

## Before loss of eligibility

- Health Plan Care Managers will call “High Risk” members who have not responded to their renewal mail within 30 days. These members are actively using their healthcare coverage. Examples of “High Risk” cases:
  - Pregnant
  - Chemotherapy
  - Dialysis
  - Methadone
  - MLTSS
  - Personal Care Assistant (including self-directed services)
  - Private Duty Nursing

## After loss of eligibility

- If members ultimately lose Medicaid eligibility, they will receive a letter from their health plan in addition to the NJ FamilyCare termination notice.
- That letter will include information about:
  - Returning to Medicaid if the renewal was not submitted
  - Accessing GetCoveredNJ for affordable coverage through the State Health Insurance Marketplace



## What happens after the eligibility decision?

# Examples of Medicaid Eligibility Renewal

## Halima

- Called the Ambassador line to provide an updated address to NJ FamilyCare (or didn't)
- Received and responded to eligibility mailing
- Determined eligible
- Halima's eligibility continues

## Hector

- Responded to eligibility mailing (or didn't)
- Hector does not want to remain enrolled
- Determined ineligible based on the information he provided or his non-response
- Hector's eligibility ends

## Samuel

- Responded to eligibility mailing
- Determined ineligible due to income/assets
- Received disenrollment notice; account transfer to GetCoveredNJ
- *Samuel wants to remain enrolled*

## Sofía

- Did not respond to eligibility mailing
- Determined ineligible due to non-response
- Received disenrollment notice
- *Sofía wants to remain enrolled*

Rapid response, informal resolution, and Fair Hearings will support these members

# What happens next for Samuel?



Samuel

- Responded to eligibility mailing
- Determined ineligible due to income/assets
- Received disenrollment notice; account transfer to GetCoveredNJ
- *Samuel wants to remain enrolled*



Prior to the termination notice, Samuel received a request for information from the eligibility agency saying that they had verified his income at a level above the eligibility threshold.

Samuel provided additional information, but later received a termination notice. He disagrees with the decision.

His notice included fair hearing rights. He must request a fair hearing within 60 days of his termination notice.



The Medicaid legal office will review Samuel's fair hearing request and submit the request to the administrative courts.

Based on information provided, we may also notify the eligibility agency that the hearing was requested. If possible, the eligibility agency will try to resolve the fair hearing issue prior to the court date.



Meanwhile, when the Medicaid system processed Samuel's case, it immediately transferred his information to GetCoveredNJ.

[GetCoveredNJ](#) will reach out to Samuel to assist him in finding out if he is qualified for premium assistance or tax credits in purchasing an affordable health plan.

# What happens next for Sofía?



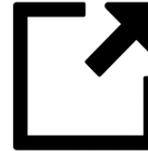
Sofía

- Did not respond to eligibility mailing
- Determined ineligible due to non-response
- Received disenrollment notice
- *Sofía wants to remain enrolled*



Sofía's letter tells her that her NJ FamilyCare coverage will end because she did not provide needed information to complete her eligibility renewal.

The notice includes instructions for submitting needed information for reconsideration within 90 days and also includes fair hearing rights that she can exercise.



Sofía should respond to the renewal as soon as possible (online if applicable or by mail).

Once her renewal response is received, her information will be reviewed. If she is eligible, her coverage will be retroactively reinstated with the same health plan without a gap.

If Sofía does not complete the renewal within 90 days of her termination, a new application will be required.



If Sofía has questions about her renewal status, she can call **1-800-701-0710 (TTY: 711)** to speak with a NJ FamilyCare representative.

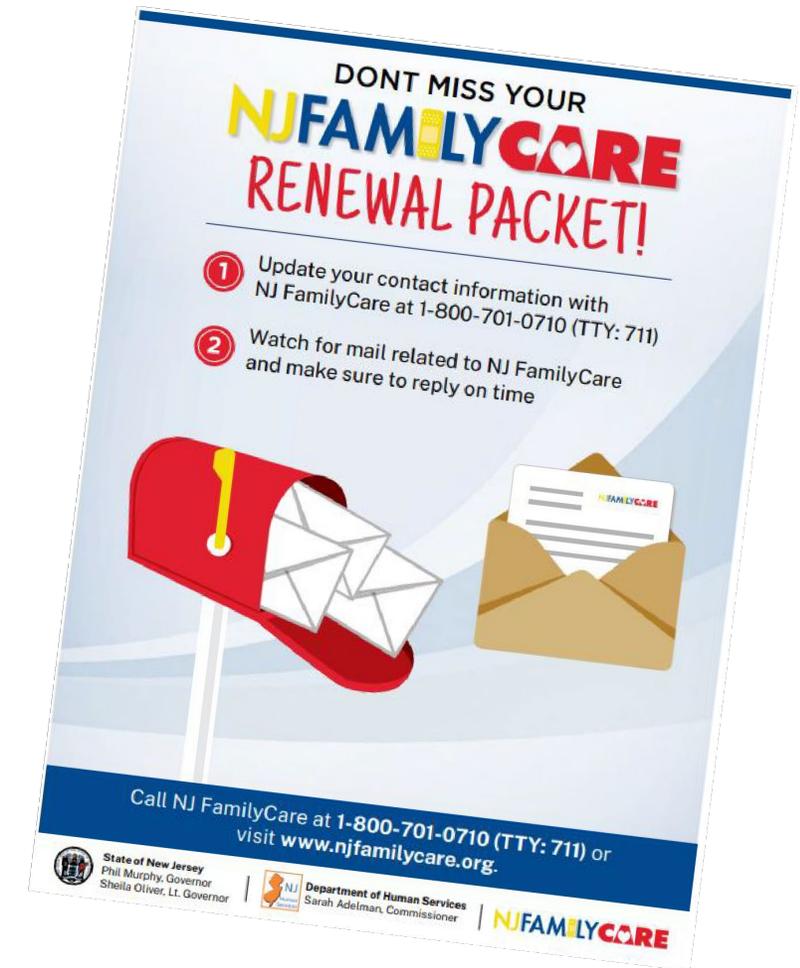
If Sofía is not eligible for continued coverage after responding to her renewal, she may apply for coverage, including premium assistance, through [GetCoveredNJ](https://www.getcoverednj.com).



# How can community organizations help?

# Community Support: Getting the Message Out

- Please visit [nj.gov/staycoverednj](https://nj.gov/staycoverednj) for NJ FamilyCare unwinding materials including:
  - Full color, multi-lingual materials and
  - Messages for community organizations to use to help raise awareness about the return to Medicaid renewals.
- Informational packets and posters have already been sent to **6,012 community organizations**.
- If your organization would like to assist community members in completing their NJ FamilyCare paperwork, please email [MAHS.NJFamilyCare@dhs.nj.gov](mailto:MAHS.NJFamilyCare@dhs.nj.gov).



# Stay Covered NJ

**TAKE ACTION. STAY COVERED.**  
**NJ FAMILY CARE**

**Eligibility reviews have re-started.**  
Share your updated contact information with NJ FamilyCare. Watch for our mail. Reply on time.

[LEARN MORE >](#)

**NJ FAMILY CARE - WATCH FOR OUR MAIL!**

Eligibility checks have started. **Don't miss your renewal packet.**  
Update your mailing address today at **1-800-701-0710 (TTY: 711)**

**Frequently Asked Questions**  
Get answers to frequently asked questions and updates about NJ FamilyCare's renewal process.

[LEARN MORE >](#)

**Medicaid Renewal Process**  
Prepare to hear from NJ FamilyCare. Learn what unwinding means for members enrolled in NJ FamilyCare programs.

[LEARN MORE >](#)

**Help Spread the Word**  
Learn about how to spread the word and how to become a community ambassador.

[LEARN MORE >](#)



If you are an NJ FamilyCare member with questions, please call us at 1-800-701- 0710 (TTY: 711).

If you are an NJ FamilyCare provider or partner organization with questions, please email [DMAHS.CommunityCollab@dhs.nj.gov](mailto:DMAHS.CommunityCollab@dhs.nj.gov).



আপনার স্বাস্থ্যসেবা  
 কভারেজ রাখুন।  
 MANTENGA SU  
 COBERTURA MÉDICA.

ОЖИДАЙТЕ ПРИБЫТИЯ ПАКЕТА ДЛЯ ПРОДЛЕНИЯ  
**NJ FAMILYCARE** ВАШЕГО МЕДИЦИНСКОГО СТРАХОВАНИЯ!

- Уточните свой адрес, позвонив по телефону 1-800-701-0710 (телетайп: 711). Это особенно важно, если вы недавно переехали.
- Следите за почтой, относящейся к программе NJ FamilyCare, и не забудьте дать своевременный ответ.



NJ FamilyCare にお電話ください (電話1-800-701-0710 (TTY: 711) または詳細は、ウェブサイト [www.njfamilycare.org](http://www.njfamilycare.org) にアクセスしてください。)



به مراقبت فامیلی NJ در شماره 1-800-701-0710 (TTY: 711) زنگ بزنید یا برای معلومات بیشتر از وبسایت [www.njfamilycare.org](http://www.njfamilycare.org) دیدن کنید.



### Keep Your Healthcare Coverage

[Keep Your Healthcare Coverage \(EN\)](#)  
[Keep Your Healthcare Coverage \(SP\)](#)

More languages

- Arabic - عربي
- Bengali - বাংলা
- Chinese - 中国人
- Creole - Kreyòl
- Dari - دری
- French - Français
- Gujarati - ગુજરાતી
- Hindi - हिन्दी
- Italian - Italiano
- Japanese - 日本
- Korean - 한국어
- Pashto - پښتو
- Polish - Polskie
- Portuguese - Português
- Russian - русский
- Tagalog - Tagalog
- Turkish - Türk
- Urdu - اردو
- Vietnamese - Tiếng Việt

Connecting NJ – Health and Social Resources Hub



## KEEP YOUR HEALTHCARE COVERAGE.

여러분의 건강 보장을 유지하세요.

ترقب وصول  
 مجموعة التجديد! **NJ FAMILYCARE**

قم بتحديث عنوانك بالاتصال بالرقم 1-800-701-0710 (TTY: 711). هذا مهم خاصة إذا كنت قد انتقلت مؤخرًا.

• ترقب البريد المتعلق بـ NJ FamilyCare وتأكد من الرد في الوقت المحدد.

致电NJ FamilyCare，电话号码是1-800-701-0710 (TTY: 711) 或访问[www.njfamilycare.org](http://www.njfamilycare.org)了解详情。



NJ FamilyCare ته پر 1-800-701-0710 (TTY: 711) زنگ ووهی یا د نورو مالوماتو دپاره [www.njfamilycare.org](http://www.njfamilycare.org) وگورئ.



# Public Service Announcements

**StayCoveredNJ in English:**

<https://www.youtube.com/watch?v=P-99QcalPSY>

**StayCoveredNJ in Spanish:**

[https://www.youtube.com/watch?v=rAiY\\_00fyVc](https://www.youtube.com/watch?v=rAiY_00fyVc)



# Important Messages to Share with our Communities

- **Key messages to our communities today...**

- Call 1-800-701-0710 (TTY: 711) to make sure NJ FamilyCare has your current address and contact information
- Respond to any mail you receive from NJ FamilyCare

- **Additional messaging for people who lose eligibility...**

- If you believe your eligibility was incorrectly terminated, you have appeal rights. These rights are explained in the mail you receive. If you do not have the letter or you have questions, you can call NJ FamilyCare at 1-800-701-0710 (TTY: 711).
- If you lost eligibility because you did not provide all the information that was needed, you can provide the information within 90 days to have your renewal application reconsidered.
- If you are ineligible for NJ FamilyCare due to your income level, you can apply for coverage through [GetCoveredNJ](#).

# Stay in touch and #StayCoveredNJ



@NJDHS



@NJDHS



@NJDeptOfHumanServices

