

Important notice



Help your patients avoid a lapse in their NJ FamilyCare coverage

Your NJ FamilyCare (Medicaid) patients may need to renew their coverage. If not, they could lose their eligibility.

Please remind your patients to act quickly if they receive a NJ FamilyCare renewal notice. Renewing ensures members can continue to receive services through your office.

For member resources to download or print on recertification/renewal, visit nj.gov/humanservices/dmahs/staycoverednj/toolkit/. Resources include: posters, leaflets, brief video clips, comprehensive Frequently Asked Questions (FAQ), some in various languages including Spanish.

Members should also update their address and contact information with your practice. If they do, kindly remind them to also update their information with UnitedHealthcare Community Plan and the State of New Jersey Medicaid by calling Member Services on the back of their ID card for instructions.

Recertification/renewal is easy

The state of New Jersey offers several ways for your patients to renew, or re-certify, their NJ FamilyCare coverage. Members should follow the instructions on the letter they receive from the state and submit their application using one of the methods listed on this flyer.

Medicaid Eligibility Verification System (MEVS) is an electronic system used to verify recipient Medicaid eligibility. This electronic verification process will provide date specific eligibility which will help reduce claim denials related to eligibility. It can help to eliminate Medicaid fraud. NJ Providers can access MEVS at njmmis.com.

What if your patient no longer qualifies for NJ FamilyCare?

NJ residents at higher income levels can purchase health insurance through GetCoveredNJ, the State Marketplace, at getcovered.nj.gov.

How your patients can renew coverage



Learn more about renewing coverage at nj.gov/StayCoveredNJ.



Talk to a Health Benefits Coordinator (HBC) at 1-800-701-0710, TTY 711.



Contact a local county welfare agency and complete the forms in person. Find locations at nj.gov/humanservices/dfd/counties/.

Additional Guidance for restarting Medicaid/NJ FamilyCare eligibility review

Share these key messages with your patients, integrate them into your patient communications, and also educate your front desk and support staff on relaying these instructions:

- Ensure NJ FamilyCare has their correct mailing address
- Encourage them to respond to any eligibility mail they may receive from NJ FamilyCare
- Let patients know that failure to respond could result in loss of Medicaid coverage

Collaborate with the NJ Health Information (NJHIN) for patient updates

- Providers engaged with NJHIN will receive a monthly list of members under their care scheduled for disenrollment at the month's end who have yet to respond to their enrollment materials.
- Providers can proactively communicate with patients on this list to encourage timely responses and prompt contact with NJFC.
- To join NJHIN or to access more information concerning these updates, providers can visit njii.com/healthcare/new-jersey-health-information-network-njhin/

Utilize recorded messages

- Providers have the option to request short video files to be displayed in waiting areas or pre-recorded audio messages for their office's interactive voice response (IVR) telephone system.
- To request video or audio files, please email DMAHS.CommunityCollab@dhs.nj.gov

For more details, visit the State of New Jersey Department of Human Services Division of Medical Assistance & Health Services (DMAHS) September 2023 Newsletter Volume 33, No. 15. Go to njmmis.com > Recent Newsletters > Guidance for restarting Medicaid/NJ FamilyCare eligibility reviews.

Your proactive engagement in these actions will help to ensure the sustained coverage of NJ FamilyCare for all eligible members. For more information about the unwinding, visit nj.gov/staycoverednj. To ask a question, please e-mail DMAHS.CommunityCollab@dhs.nj.gov.