



TO: All Providers – **For Action**
Managed Care Organizations – **For Information Only**

SUBJECT: Guidance for restarting Medicaid/NJ FamilyCare eligibility reviews

EFFECTIVE: **IMMEDIATELY**

PURPOSE: To encourage providers who serve patients covered by Medicaid/NJ FamilyCare to help their patients maintain health insurance coverage now that Medicaid/NJ FamilyCare beneficiary eligibility renewals are restarting.

BACKGROUND: Medicaid/NJ FamilyCare is dedicated to ensuring continuous coverage for all beneficiaries. Following the pause on Medicaid/NJ FamilyCare eligibility renewals during the public health emergency, renewals are now being reinstated. Between April 1, 2023 and March 31, 2024, Medicaid/NJ FamilyCare will initiate renewal processes by mailing notifications to all members within this timeframe. Subsequently, members should anticipate an annual renewal requirement going forward.

ACTION: Healthcare providers and facilities can contribute to the well-being of their members by taking the following actions:

a. Share key messages with patients

- *Ensure NJ FamilyCare has your correct mailing address:* Members unsure of their registered mailing address with NJFC can confirm or update their contact information by calling NJFC at 1-800-701-0710 (TTY: 711). This updated information will ensure a channel of communication through which NJFC communicates important healthcare coverage information.
- *Respond to eligibility mail:* Members should diligently review and respond to mail received from the State of NJ or their local County Board of Social Services.
- Note that failure to respond to NJFC eligibility mail could result in a loss of coverage.

Healthcare providers can directly share these messages with their patients, integrate them into their patient communications, and can also educate their front desk and support staff on relaying these instructions.

b. Distribute printable resources

Providers are encouraged to download and print materials available at: <https://nj.gov/humanservices/dmahs/staycoverednj/toolkit/> including:

- Posters in various languages
- Leaflets in English and Spanish languages
- Brief videos clips provided in English and Spanish languages
- Comprehensive Frequently Asked Questions (FAQs)

These materials can be posted in communal spaces, distributed as inserts to members before or during appointments, or featured in provider newsletters.

c. Participate in a provider webinar

The Division of Medical Assistance and Health Services (DMAHS) is hosting a series of informative webinar training sessions for providers aiming to assist their patients in maintaining NJ FamilyCare enrollment. These webinars are designed to last 45 minutes each.

The webinar content encompasses the NJFC renewal process, the role providers can play in supporting members, and an interactive Q&A segment featuring DMAHS representatives. Every webinar covers identical content. Interested individuals are encouraged to pre-register for these webinars via the following link: https://www.state.nj.us/humanservices/dmahs/info/Zoom_links_provider_webinar.pdf.

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

Providers engaged with the New Jersey Health Information Network (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 the NJHIN or to access more information concerning these updates, providers can visit: <https://www.njii.com/healthcare/new-jersey-health-information-network-njhin/>

e. 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 e-mail DMAHS.CommunityCollab@dhs.nj.gov.

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 www.nj.gov/staycoverednj/. To ask a question, please e-mail DMAHS.CommunityCollab@dhs.nj.gov.

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