

# NJ FamilyCare Community and Provider Organizations – Frequently Asked Questions

## Planning for the Unwinding

Since March of 2020, NJ FamilyCare/Medicaid has followed special rules related to the federal COVID-19 Public Health Emergency (PHE). These rules have allowed most NJ FamilyCare/Medicaid members to keep their health coverage, even if they no longer qualified – for example, if their income was too high. However, once the federal government determines that the PHE is over, NJ FamilyCare will have to follow normal federal rules.

The PHE is expected to end soon. When it does, NJ FamilyCare will begin “unwinding.” This means that all members enrolled in an NJ FamilyCare program will be reviewed to see if they still qualify for coverage. As part of this review, many members will receive mail from the State of New Jersey or their County Board of Social Services. Members will have to provide or confirm additional information so NJ FamilyCare/Medicaid can decide whether they still qualify for healthcare coverage. Members who do not respond to NJ FamilyCare/Medicaid mail will lose their coverage.

## What is unwinding?

“Unwinding” is the process where New Jersey will restart yearly eligibility reviews for everyone enrolled in NJ FamilyCare/Medicaid. This will happen after the PHE ends.

## What happens during unwinding?

During the unwinding, NJ FamilyCare/Medicaid will send renewal packets for members to complete and return. Then NJ FamilyCare/Medicaid will decide if members still qualify for coverage. You can learn more about [who can qualify](#) here. Members who still qualify will keep their NJ FamilyCare/Medicaid coverage.

## When will NJ FamilyCare/Medicaid begin to unwind from the PHE?

The start date of unwinding hasn’t been announced yet. The federal government has promised to give states at least 60 days’ notice before the end of the PHE.

## How can community and provider organizations help with the unwinding process?

- Advise NJ FamilyCare/Medicaid members to call 1-800-701-0710 (TTY: 711) to update their contact information. This is especially important if they have moved in the last three years.
- Share information about NJ FamilyCare/Medicaid changes and actions that members need to take to maintain NJ FamilyCare/Medicaid coverage.
- Check the [Stay Covered NJ website](#) frequently. This website is updated to reflect the most current FAQs and guidance.
- Download and share materials from the [Stay Covered NJ Toolkit](#).

## How can healthcare providers help with the unwinding process?

- Share information about NJ FamilyCare/Medicaid renewals in patient waiting areas, in clinical rooms, and in meetings. Hang posters and leave NJ FamilyCare information in common places.
- If an NJ FamilyCare/Medicaid member reports an updated address to the provider office, remind them to also call 1-800-701-0710 (TTY: 711) to update their address with NJ FamilyCare/Medicaid.
- Check the [Stay Covered NJ website](#) frequently. The [Stay Covered NJ Toolkit](#) is updated to reflect the most current guidance. As the unwinding of the PHE continues, this document will be updated and will also answer questions providers may have.

## How has NJ FamilyCare/Medicaid prepared for the end of the PHE?

NJ FamilyCare/Medicaid is working with managed care organizations (MCOs), [County Boards of Social Services](#), and community partners to

- raise awareness,
- encourage members to update their contact information, and
- encourage members to respond to all mail from NJ FamilyCare/Medicaid.

NJ FamilyCare/Medicaid is also working closely with [GetCoveredNJ](#) to ensure New Jerseyans have access to healthcare coverage even if they are no longer eligible for NJ FamilyCare/Medicaid.