

COMMUNITY AND PROVIDER ORGANIZATION TOOLKIT



State of New Jersey
Phil Murphy, Governor
Sheila Oliver, Lt. Governor



Department of Human Services
Sarah Adelman, Commissioner

NJFAMILYCARE

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 website [linked] frequently. This page is updated to reflect the most current FAQs and guidance.
- Download and share materials from the Community and Provider Organization Toolkit [linked].

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 website [linked] frequently. The Community and Provider Organization Toolkit [linked] is updated to reflect the most current guidance. As the unwinding of the PHE continues, the Community and Provider Organization FAQ [linked] 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.



Flyers

**DON'T MISS YOUR
NJ FAMILY CARE
RENEWAL PACKET!**

- 1 Update your contact information with NJ FamilyCare at 1-800-701-0710 (TTY: 711)
- 2 Watch for mail related to NJ FamilyCare and make sure to reply on time

Call NJ FamilyCare at **1-800-701-0710 (TTY: 711)**
or visit www.njfamilycare.org.

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**NO PIERDA SU PAQUETE
DE RENOVACIÓN DE
NJ FAMILY CARE**

- 1 Actualice su información de contacto de NJ FamilyCare llamando a 1-800-701-0710 (TTY: 711)
- 2 Esté pendiente del correo relacionado con NJ FamilyCare y asegúrese de responder a tiempo

Para más información llame al **1-800-701-0710 (TTY: 711)**
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Flyers (continued)

KEEP YOUR HEALTHCARE COVERAGE.

BE ON THE LOOKOUT FOR YOUR NJ FAMILY CARE RENEWAL PACKET!

- Update your address by calling 1-800-701-0710 (TTY: 711). This is especially important if you've moved recently.
- Watch for mail related to NJ FamilyCare and make sure to reply on time.

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MANTENGA SU COBERTURA MÉDICA.

ESTÉ ATENTO A SU PAQUETE DE RENOVACIÓN DE NJ FAMILY CARE

- Actualize su dirección, llamando al 1-800-701-0710 (TTY: 711). Esto es muy importante en caso de que se haya mudado recientemente.
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Posters

**DO YOU HAVE COVERAGE THROUGH
NJ FAMILY CARE?
MAKE SURE YOU GET YOUR RENEWAL PACKET.**

NJ FamilyCare will resume checking eligibility soon. This means some people could lose coverage if they:

- Do not return a renewal packet, or
- Are no longer eligible

Make sure you don't miss your NJ FamilyCare renewal packet!

- Call NJ FamilyCare at 1-800-701-0710 (TTY: 711) to update your contact information.
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**¿USTED RECIBE COBERTURA A TRAVÉS DE
NJ FAMILY CARE?
ASEGÚRESE DE OBTENER SU PAQUETE DE RENOVACIÓN.**

NJ FamilyCare pronto volverá a verificar la elegibilidad. Esto significa que algunas personas podrían perder la cobertura si:

- No devuelven el paquete de renovación, o
- Ya no son elegibles

¡Asegúrese de no perder su paquete de renovación de NJ FamilyCare!

- Para actualizar su información de contacto llame a NJ FamilyCare al 1-800-701-0710 (TTY: 711).
- Esté pendiente del correo relacionado con NJ FamilyCare y asegúrese de responder a tiempo para evitar una interrupción en su cobertura de NJ FamilyCare.

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