

NJ FamilyCare renewals

Starting April 1, 2023, over the course of the next 12 months, NJ FamilyCare will review all Medicaid cases to ensure recipients are still eligible for benefits. Some individuals who currently receive SNAP benefits may receive an automatic review and approval to continue Medicaid eligibility (also called passive renewal or ex parte renewal). In this case, individuals will receive a notice that their Medicaid case has been approved, and their Medicaid coverage will continue.

For the remaining majority of NJ FamilyCare members, the State will send a renewal packet 60 days prior to the renewal date with instructions on how to complete the renewal process. Some patients will receive only a renewal form that needs to be signed and returned, others may have to provide additional information (such as pay stubs, tax returns, etc.) to NJ FamilyCare to determine eligibility. Upon receipt of the renewal packet, it is important that individuals act timely to provide requested information to ensure they do not experience a disruption in Medicaid coverage.

Please share the following messaging with NJ FamilyCare members:

1. Be on the lookout for notices from NJ FamilyCare to know when you need to take action regarding your coverage. To ensure you receive your renewal packets, if needed be sure to update your contact information by either calling Amerigroup Community Care at **800-600-4441** (TTY **711**) or by calling NJ FamilyCare directly at **800-701-0710** (TTY **711**).
2. If you receive a notice from NJ FamilyCare, do not delay. Please open it and respond as soon as possible. If you do not respond, you may lose your Medicaid coverage.
3. If you have questions about the renewal process, call Amerigroup for assistance at **877-453-4080** and press **0**.

If an individual receives a notice from NJ FamilyCare, they should not delay. Please open, completely fill out the renewal packet, and respond as soon as possible. They can do this three ways:

- By mail:
 - NJ FamilyCare
 - P.O. Box 8368
 - Trenton, NJ 08650-9874
- By fax: **609 631-6323**
- Online: <https://njfamilycare.org>

If a member has questions about their eligibility or renewal date, they can call NJ FamilyCare at **800-701-0710** (TTY 711) Monday and Thursday from 8 a.m. to 8 p.m., or Tuesday, Wednesday, and Friday from 8 a.m. to 5 p.m.