

NJ FamilyCare renewal is soon

Summary of update

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.

The federal government is expected to end the public health emergency (PHE) soon and has promised to give states at least 60 days' notice. 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.

What is the impact of this change?

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 can decide whether they still qualify for healthcare coverage.

Members who do not respond to NJ FamilyCare mail will lose their coverage.

What can you do with Amerigroup Community Care to ensure that patients remain covered and have access to needed care?

1. Share information about NJ FamilyCare renewals in patient waiting areas, in clinical rooms, and in meetings. Hang posters and leave NJ FamilyCare information in common places. Downloadable posters are available at Stay Covered NJ at <https://nj.gov/humanservices/dmahs/staycoverednj/toolkit/>.
2. NJ FamilyCare members should watch for mail from NJ FamilyCare and make sure to reply on time to avoid a gap in NJ FamilyCare coverage.
3. Remind NJ FamilyCare enrollees to update their address with NJ FamilyCare by calling **800-701-0710 (TTY 711)**.
4. NJ FamilyCare enrollees can call **800-701-0710 (TTY 711)** if they did not receive a renewal packet in the mail or if they need assistance.

What if the member needs assistance?

Refer Amerigroup members in need of assistance to an Amerigroup Community Relations specialist:

- Members should call **877-453-4080 (TTY 711)**.
- Providers can send an email that includes the member's name and contact information to NJMembers@amerigroup.com, and we will promptly get in touch with the member to assist them.

What if I need assistance?

If you have questions about this communication or need assistance with any other item, contact your assigned Provider Experience associate or call Provider Services at **800-454-3730**.