



State of New Jersey

DEPARTMENT OF HUMAN SERVICES

DIVISION OF MEDICAL ASSISTANCE AND HEALTH SERVICES

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NJ FamilyCare Renewal Processing Update June 23, 2023

Following the expiration of special federal Medicaid rules that were in place during the COVID-19 pandemic, NJ FamilyCare is required to initiate renewals for all members between April 2023 and March 2024. These renewals will confirm whether members continue to meet program requirements, and are eligible to remain enrolled in Medicaid coverage. If not, they may be eligible for continued coverage through employer-sponsored insurance, Medicare or GetCoveredNJ, the statewide health insurance marketplace.

NJ FamilyCare restarted Medicaid member eligibility processes in April for approximately 1/12th of our enrollees. Each month of the unwinding year, we will be reaching out to another 1/12th of our members to renew. Members should continue watching out for mail from NJ FamilyCare and should return their renewal packets as soon as possible, even if overdue.

In anticipation of this work, NJ FamilyCare has improved systems, expanded automated renewal, and deployed new outreach strategies to raise awareness.

Like many other states, though, we are finding that too high a percentage of members in early renewal groups have not yet responded in any way to their renewal package, indicating that they may not have seen or understood the mail that was sent to them. Due to these national trends, CMS is allowing states the option of delaying disenrollment under certain conditions.

To ensure that we are serving early renewal cohorts the best way possible, the Department of Human Services is enacting a 30-day eligibility extension to members who never responded and would have had their coverage terminated at the end of June. This gives us additional time to continue to reach out to individual households and raise awareness in the community through County Boards of Social Services, Managed Care Organizations, Regional Health Hubs, and other important partners.

The Department also anticipates providing a single 30-day extension to each new renewal group in at least the first three months of the unwinding year. This will give us time to monitor and improve our outreach strategy, to ensure that we are making every effort to connect with members who never responded, and to evaluate the benefit of the extended deadlines.

This is a statewide effort and your organization can assist! Our website www.nj.gov/StayCoveredNJ includes videos, multi-lingual posters, and other resources to help get the word out. We also ask our community partners to continue to emphasize the importance of urgent response to any mail from NJ FamilyCare or the County Board of Social Services.