



State of New Jersey

DEPARTMENT OF HUMAN SERVICES
DIVISION OF MEDICAL ASSISTANCE AND HEALTH SERVICES

P.O. Box 712
Trenton, NJ 08625-0712

CHRIS CHRISTIE
Governor

ELIZABETH CONNOLLY
Acting Commissioner

KIM GUADAGNO
Lt. Governor

MEGHAN DAVEY
Director

The 2018 Annual Open Enrollment Period Begins October 1, 2017 and Ends November 15, 2017

August 1, 2017

Dear Member:

Beginning in October, NJ FamilyCare beneficiaries can change their current health plan during the Annual Open Enrollment Period from October 1, 2017 until November 15, 2017.

If you choose a new health plan during the Open Enrollment Period, the effective date will be January 1, 2018 and continue through the calendar year. You can select from the following health plans:

- **Aetna Better Health of New Jersey** (serving all counties);
- **Amerigroup Community Care** (serving all counties **except** Salem);
- **Horizon NJ Health** (serving all counties);
- **UnitedHealthcare Community Plan** (serving all counties); and
- **WellCare Health Plans, Inc.** (serving Bergen, Essex, Hudson, Mercer, Middlesex, Morris, Passaic, Somerset, Sussex and Union counties).

If you would like to change health plans during the Annual Open Enrollment Period, you can call our automated service 24 hours a day, 7 days per week between October 1, 2017 and November 15, 2017. Call 1-866-472-5338 (TTY # 1-800-701-0720) to access your account by using your policy number and zip code, or your social security number and date of birth. You may also speak to an Open Enrollment representative at the same number during the hours of operation. The hours of operation are: Monday and Thursday from 8 a.m. to 8 p.m.; and Tuesday, Wednesday and Friday from 8 a.m. to 5 p.m. If you have Medicare, you may have more health plan options. For more Medicare information, call 1-800-MEDICARE (1-800-633-4227) (TTY # 1-877-486-2048).

Before you change health plans, make sure your preferred doctor/s and medical facilities participate in the new health plan. Check with your providers to see if they are in the new health plan's network. An Open Enrollment representative can also verify this for you.

You always have the right to change your health plan within 90 days from the date of enrollment.

While the State holds an Open Enrollment Period every October 1 – November 15, you can also change health plans at any time for good cause. If you have any questions about this letter, call 1-866-472-5338 (TTY# 1-800-701-0720) to speak to one of our representatives.

You can print a copy of this notice, or [click here](#) to request a copy of this letter be mailed to you within five business days.

Sincerely,

Meghan Davey
Director



State of New Jersey

DEPARTAMENTO DE SERVICIOS HUMANOS
DIVISIÓN DE ASISTENCIA MÉDICA Y SERVICIOS DE SALUD

P.O. Box 712
Trenton, NJ 08625-0712

CHRIS CHRISTIE
Gobernador

ELIZABETH CONNOLLY
Comisionada Adjunta

KIM GUADAGNO
Vicegobernadora

MEGHAN DAVEY
Directora

El Período Anual de Inscripciones Abiertas de 2018 empieza el 1^{ero} de octubre de 2017 y termina el 15 de noviembre de 2017

1^{ero} de agosto de 2017

Estimado afiliado o afiliada:

A partir de octubre, los beneficiarios de NJ FamilyCare pueden cambiar su plan de salud actual durante el Periodo Anual de Inscripciones Abiertas, que será desde el 1^{ero} de octubre de 2017 hasta el 15 de noviembre de 2017.

Si elige un plan de salud nuevo durante el periodo de Inscripciones Abiertas, la fecha de entrada en vigor será el 1^{ero} de enero de 2018 y continuará hasta el final del año calendario. Puede seleccionar entre los planes de salud siguientes:

- **Aetna Better Health of New Jersey** (atiende a todos los condados);
- **Amerigroup Community Care** (atiende a todos los condados **excepto a Salem**);
- **Horizon NJ Health** (atiende a todos los condados);
- **UnitedHealthcare Community Plan** (atiende a todos los condados); y
- **WellCare Health Plans, Inc.** (atiende a los condados Bergen, Essex, Hudson, Mercer, Middlesex, Morris, Passaic, Somerset, Sussex y Union).

Si le gustaría cambiar de plan de salud durante el Periodo Anual de Inscripciones Abiertas, puede llamar a nuestro servicio automatizado las 24 horas del día, los 7 días de la semana, entre el 1^{ero} de octubre de 2017 y el 15 de noviembre de 2017. Llame al 1-866-472-5338 (TTY # 1-800-701-0720) para acceder a su cuenta usando su número de póliza y código postal o su número de seguro social y fecha de nacimiento. También puede hablar con un representante de Inscripciones Abiertas en ese mismo número durante el horario de atención al cliente. Este horario es: lunes y jueves, de 8 a.m. a 8 p.m.; y martes, miércoles y viernes de 8 a.m. to 5 p.m. Si tiene Medicare, quizá tenga más opciones de planes de salud. Para obtener información sobre Medicare, llame al 1-800-MEDICARE (1-800-633-4227) (TTY # 1-877-486-2048).

Antes de cambiarse de plan de salud, asegúrese de que su médico o médicos e instalaciones médicas participen en el plan de salud nuevo. Verifique con sus proveedores para determinar si están dentro de la red del nuevo plan de salud. El representante de Inscripciones Abiertas también puede verificarle esto.

Siempre tiene el derecho de cambiar de plan de salud dentro de los primeros 90 días a partir de la fecha en que se inscribió.

Mientras que el Periodo de Inscripciones Abiertas del Estado es cada 1^{ero} de octubre al 15 de noviembre, también puede cambiarse de plan de salud en cualquier momento por causas válidas. Si tiene cualquier pregunta sobre esta carta, llame al 1-866-472-5338 (TTY# 1-800-701-0720) para hablar con uno de nuestros representantes.

Puede imprimir una copia de este aviso, o [hacer clic aquí](#) para solicitar que se le envíe una copia de esta carta dentro de un plazo de cinco días hábiles.

Atentamente,

Meghan Davey
Directora

Non-Discrimination Statement

Discrimination is Against the Law

NJ FamilyCare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, sex, age or disability. NJ FamilyCare does not exclude people or treat them differently because of race, color, national origin, sex, age or disability.

NJ FamilyCare:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, please contact 1-800-701-0710 (TTY: 1-800-701-0720).

If you believe that NJ FamilyCare has failed to provide these services or discriminated in another way on the basis of race, color, national origin, sex, age or disability, you can file a grievance with the NJ FamilyCare Civil Rights Coordinator via the following:

Mail: NJ Civil Rights Coordinator
NJ Department of Human Services
Office of Legal and Regulatory Affairs
P.O. Box 700
Trenton, NJ 08625-0700

Phone: 609-777-2026

Email: DHS-CO.OLRA@dhs.state.nj.us

If you need help filing a grievance, the Civil Rights Coordinator is available to help you.

You can also electronically file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

Mail: U.S. Department of Health and Human Services
SW, Room 509F, HHH Building
200 Independence Avenue
Washington, D.C. 20201

Phone: 1-800-368-1019, 1-800-537-7697 (TDD)

U.S. Department of Health and Human Services complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.