

NJ FamilyCare/Medicaid – Non-Citizen Disenrollment Outreach

Quick Reference Guide for Frontline Staff

What's happening:

- A new federal law (H.R. 1 / OBBBA) changes which non-citizens can get NJ FamilyCare/Medicaid
- Starting October 1, 2026, some non-citizens will lose coverage based on their immigration status
- Members who receive outreach letters are required to submit the necessary documents to enable DMAHS to verify their status – failure to respond will result in termination of their eligibility
- Members who do not respond will be disenrolled on September 30, 2026
- Benefits remain fully active through September 30, 2026, for all members

What you need to do to help members through 12/31/2026:

- Help them find their reference number in their “Non-citizen Initial Letter”, located in the top-right corner of the letter. If they don't have their reference number, call the HMS hotline at +1 833-635-7060 (TTY: 711) with the member present and HMS will provide the reference number.
- Ask them to complete and sign the Immigration Status Reporting Form included in the letter. If the member is unsure of their status and don't know what to check off on the form, have them make their best guess, sign the form, and return it with as many supporting documents as possible.
 - If they don't have their Immigration Status Reporting Form, help them print another copy, found in the Initial Letter at www.nj.gov/humanservices/dmahs/obbba/noncitizen.shtml.
 - If the member cannot or does not want to submit the form, they can send in documents without the form.
- Help them submit their documents to HMS (the State's vendor) using one of these three ways:
 - **Online (preferred):** www.VerifyOS.com —
 - Log in with their reference number and date of birth (a password is not necessary)
 - Use browser settings to translate the portal if needed by the client
 - **Fax:** 1-877-223-8478 —
 - One fax transmission per member
 - **Mail:** PO Box 165308, Irving, TX 75016-9923 —
 - **Do not** mail original documents, **only copies**
 - **Do not** mail multiple members' documents in the same envelope
- If they are with you, you can fax or scan documents on their behalf using their reference number. Documents should be returned to members and not retained by assistants, including EDAs.
- Encourage them to submit as many documents as possible: more is better. They should submit documents even if the documents are expired.
- If they need more help, refer them to Legal Services of New Jersey: 1-833-576-5776 (TTY: 711).

Please refrain from providing educated guesses regarding a member's continued eligibility. It is essential to submit all documents received, as electronic verifications may offer additional insights.

More information and FAQs: www.nj.gov/humanservices/dmahs/obbba/noncitizen.shtml

Questions? Email: MAHS.FederalChanges@dhs.nj.gov