

| Question                                                                 | Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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| Introduction                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <p>How is NJ FamilyCare/Medicaid coverage changing for non-citizens?</p> | <p>Due to a new federal law, signed into law by President Trump, some non-citizens will no longer qualify for NJ FamilyCare/Medicaid coverage on October 1, 2026. However, many non-citizens will <b>not</b> lose coverage. These include:</p> <ul style="list-style-type: none"> <li>• Children under 19, regardless of their immigration status</li> <li>• Lawfully present pregnant people</li> <li>• Lawfully present non-citizens who are under the age of 21</li> <li>• Certain green card holders</li> <li>• Cuban/Haitian Entrants</li> <li>• Compacts of Free Association (COFA) migrants, which includes Micronesia, Marshall Islands, and Palau</li> </ul> <p>You may have heard that federal changes could affect Children's Health Insurance Program (CHIP). In New Jersey, all lawfully present children under 19, lawfully present people aged 19 and 20, and lawfully present pregnant people will continue to qualify for NJ FamilyCare/Medicaid. These groups are protected under separate federal and state laws.</p> <p>Go to the <b>“What non-citizen NJ FamilyCare/Medicaid members will still qualify?”</b> FAQ section for a full list of members who may still qualify. These changes do not take effect immediately, so no matter what group you are in, you should continue to use your benefits through September 30, 2026.</p> |
| <p>How will I know if I am affected by these changes?</p>                | <p>If your coverage is at risk, NJ FamilyCare will mail you a letter in July. The letter will say that your coverage may be ending on September 30, 2026, because of changes in the federal immigration requirements on who qualifies for Medicaid coverage.</p> <p>If you believe you have an immigration status that should still qualify for Medicaid coverage after September 30, 2026, you have the chance to send in documents to prove your status. The letter will explain how to submit your documents to HMS, the vendor that is helping NJ FamilyCare with this process.</p> <p>NJ FamilyCare will review your documents. After this review is complete, you will be sent another letter from NJ FamilyCare letting you know if you will be able to keep your NJ FamilyCare/Medicaid coverage or if it will end on September 30, 2026. If you did not get a letter, but you think you should have received one, call the HMS hotline at +1 833-635-7060 (TTY: 711) to see if a letter was mailed to you.</p>                                                                                                                                                                                                                                                                                                                                     |
| <p>What is HMS?</p>                                                      | <p>HMS is a vendor, based in Texas, that NJ FamilyCare has partnered with to help with this effort. HMS is handling the process of collecting documents, sending notices, and answering questions from people who receive these letters. If you have any questions about whether a letter was sent to you or how to submit documents, call the HMS hotline at +1 833-635-7060 (TTY: 711).</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

| Termination Explanation                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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| <p>What exactly changed in the law?</p>                                      | <p>Today, many non-citizens with certain lawful immigration statuses qualify for NJ FamilyCare/Medicaid coverage. However, a new federal law, H.R.1 (also known as the One Big Beautiful Bill Act or OBBBA), changed the rules for who can get Medicaid.</p> <p>The law limits the immigration statuses that qualify for NJ FamilyCare/Medicaid. This means that some people who qualified in the past may no longer qualify after September 30, 2026.</p> <p>Go to the <b>“What non-citizen NJ FamilyCare/Medicaid members will still qualify?”</b> FAQ section for a full list of groups that will still qualify.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <p>Why is NJ FamilyCare sending me this letter now?</p>                      | <p>If you received a letter, it is because your NJ FamilyCare/Medicaid coverage may be terminated on September 30, 2026. This is due to changes in federal law. The letter will provide instructions on how to respond if you think you may still qualify.</p> <p>The letter is being sent by HMS, a vendor based in Texas, who is helping NJ FamilyCare with this process.</p> <p><b>Please act now and follow the steps described in the “How to respond to the letter” FAQ section.</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <p>Why am I receiving this letter if I might still qualify for coverage?</p> | <p>NJ FamilyCare is sending this letter to all members whose records do not clearly show they qualify under the new rules. If you receive a letter, it doesn't necessarily mean your coverage will end. However, it does mean that NJ FamilyCare needs more information from you.</p> <p><b>You must act now to keep your coverage.</b></p> <ol style="list-style-type: none"> <li>1. <b>Respond to the letter:</b> If you believe you still qualify, fill out the form and follow the instructions to submit the form with copies of your immigration documents to HMS.</li> <li>2. <b>State review:</b> Once received, NJ FamilyCare will review your documents to see if you still qualify.</li> <li>3. <b>Decision:</b> <ol style="list-style-type: none"> <li>a. If you are found to qualify, you will be able to keep your NJ FamilyCare/Medicaid coverage.</li> <li>b. If you do not respond, or do not qualify, your coverage will end on September 30, 2026.</li> <li>c. If you submit documents, you should receive one of the following letters: Non-citizen Eligible Letter, Non-citizen Ineligible Letter, or Non-citizen Incomplete Letter. If you do not hear back, you should call the HMS hotline at +1 833-635-7060 (TTY: 711).</li> </ol> </li> </ol> |
| <p>Why have I received a letter if I am a U.S. citizen?</p>                  | <p>NJ FamilyCare is sending this letter to all members whose Medicaid records do not clearly show they qualify under the new rules. If you have received a letter, NJ FamilyCare was unable to verify that you are a U.S. citizen. Receiving this letter does not mean you are no longer a U.S. citizen or that your citizenship status has changed.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

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|                                                                                        | <p>Please submit your citizenship documents as soon as possible so NJ FamilyCare can confirm that you still qualify for coverage. Follow the same document submission steps included in the Non-citizen Initial Letter. Examples of citizenship documents can be found in the “Immigration Document Guide” section of the Non-citizen Eligibility webpage, available at</p> <p><a href="https://www.nj.gov/humanservices/dmahs/obbba/noncitizen.shtml">https://www.nj.gov/humanservices/dmahs/obbba/noncitizen.shtml</a></p>                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| How to respond to the letter                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| What should I do if I think I still qualify?                                           | <p>If you get a letter and think it is wrong, follow the steps below as soon as possible:</p> <ol style="list-style-type: none"> <li>1. <b>Complete the form:</b> If you believe you still qualify, fill out the form included with the letter.</li> <li>2. <b>Gather your immigration or citizenship documents:</b> Make copies of your documents that prove your immigration status.</li> <li>3. <b>Send your response:</b> Follow the instructions in the letter you received. Submit the form and copies of your documents by the deadline. The best way to send in your documents is through the <a href="http://www.VerifyOS.com">www.VerifyOS.com</a> portal. If you have any questions about how to send in your information, call the HMS hotline at +1 833-635-7060 (TTY: 711).</li> </ol> <p>If NJ FamilyCare can confirm you have an immigration status that will still qualify after September 30, 2026, you will be able to keep your coverage.</p> |
| What should I do if I am sure I do <u>not</u> qualify?                                 | <p>You do not need to do anything if you know that your immigration status no longer qualifies for NJ FamilyCare/Medicaid coverage. Your NJ FamilyCare/Medicaid coverage will end on September 30, 2026.</p> <p>You <u>will</u> need to find another health insurance provider to avoid becoming uninsured. See the “Where can I get other health care coverage?” section of this FAQ for more information.</p> <p>In the meantime, continue using your NJ FamilyCare/Medicaid coverage for doctor visits, prescriptions, and other health services. Your benefits remain fully active through September 30, 2026.</p>                                                                                                                                                                                                                                                                                                                                            |
| What happens if I do not respond?                                                      | <p><b>Do not ignore the letter.</b> If you do not respond to the letter, your NJ FamilyCare/Medicaid coverage <u>will</u> end on September 30, 2026. You will need to get new health care coverage.</p> <p>If you have received a letter, that means that NJ FamilyCare thinks these changes may affect you. If you think you should still qualify, sending your documents as soon as possible is the best way to help keep your NJ FamilyCare/Medicaid coverage active.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Do I still need to submit documents if I have received a letter and am a U.S. citizen? | <p><b>Yes, you should still submit your documents.</b> If you have received a letter, NJ FamilyCare was unable to verify that you are a U.S. citizen. Please submit your citizenship documents as soon as possible so NJ FamilyCare can confirm that you still qualify for coverage.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

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|                                                                                                                                                               | <p>Follow the same document submission steps included in the Non-citizen Initial Letter. Examples of citizenship documents can be found in the “Immigration Document Guide” section of the Non-citizen Eligibility webpage, available at</p> <p><a href="https://www.nj.gov/humanservices/dmahs/obbba/noncitizen.shtml">https://www.nj.gov/humanservices/dmahs/obbba/noncitizen.shtml</a></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Who do I reach out to if I want to check if I should have gotten a letter?                                                                                    | <p>If you believe you should have received a Non-citizen Initial Letter, call the HMS hotline at +1 833-635-7060 (TTY: 711). If a letter was sent to you, but you did not get it, you can ask for another one to be mailed to you. You may also view a digital copy of the letter in the “View letters in your preferred language” section of the Non-citizen Eligibility webpage, available at</p> <p><a href="https://www.nj.gov/humanservices/dmahs/obbba/noncitizen.shtml">https://www.nj.gov/humanservices/dmahs/obbba/noncitizen.shtml</a>.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| I did not get a letter, but I think it may have been lost in the mail – what do I do?                                                                         | <p>If you think that you might be affected by this change in the law, but you did not receive a letter, you should call the HMS hotline at +1 833-635-7060 (TTY: 711) to ask if you should have received a letter. If a letter was sent to you, but you did not get it, another one can be mailed to you.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| I received a letter telling me I may not qualify for NJ FamilyCare/Medicaid coverage and then got another letter saying I still qualify. What does this mean? | <p>This means that NJ FamilyCare was able to confirm you still qualify for NJ FamilyCare/Medicaid coverage. If you did not send in documents, it means that NJ FamilyCare was able to tell you qualify with information they already had. You do not need to do anything else to keep your coverage.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Who will still qualify for Medicaid coverage                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| What non-citizen statuses will no longer qualify for NJ FamilyCare/Medicaid coverage?                                                                         | <p>Non-citizens with the following immigration statuses will <b>no longer qualify</b> for Medicaid coverage after September 30, 2026:</p> <ul style="list-style-type: none"> <li>• Non-citizens in the following groups who have <b>not</b> adjusted to Lawful Permanent Resident status <ul style="list-style-type: none"> <li>○ Victims of domestic violence, applying under the U.S. under the Violence Against Women Act (VAWA)</li> <li>○ Temporary humanitarian parolees (those paroled into the U.S. for at least one year)</li> <li>○ Refugees</li> <li>○ Asylees</li> <li>○ Victims of trafficking and their spouse, child, sibling, or parents</li> <li>○ Lawfully residing veterans/active-duty service members and certain family members</li> <li>○ Afghan Nationals granted parole between July 31, 2021 and September 30, 2023</li> <li>○ Individuals who were paroled into the U.S. between February 24, 2022 and September 30, 2024 under the Ukrainian Humanitarian Parole (UHP) program</li> <li>○ People whose deportation is being withheld</li> </ul> </li> </ul> |

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| <p>What non-citizen NJ FamilyCare/Medicaid members will still qualify? (i.e., which statuses)</p> | <p>Non-citizens with the following immigration statuses <b>will still qualify</b> for coverage after September 30, 2026:</p> <ul style="list-style-type: none"> <li>• Lawful Permanent Resident (green card holder) of at least 5 years calculated from date of grant of qualifying immigration status</li> <li>• Non-citizens that are in one of the following groups and who have adjusted to Lawful Permanent Resident, regardless of date of adjustment <ul style="list-style-type: none"> <li>○ Refugees</li> <li>○ Asylees</li> <li>○ Victims of trafficking and their spouse, child, sibling, or parents</li> <li>○ Lawfully residing veterans/active-duty service members and certain family members</li> <li>○ Amerasian immigrants</li> <li>○ Iraqi and Afghani grantees of Special Immigrant Visas (SIV) or SI/SQ Parolees</li> <li>○ Afghan Nationals granted parole between July 31, 2021 and September 30, 2023</li> <li>○ Individuals who were paroled into the U.S. between February 24, 2022 and September 30, 2024 under the Ukrainian Humanitarian Parole (UHP) program</li> <li>○ People whose deportation is being withheld</li> </ul> </li> <li>• Cuban/Haitian Entrants</li> <li>• Compacts of Free Association (COFA) migrants, which includes Micronesia, Marshall Islands, and Palau</li> <li>• Lawfully present pregnant people</li> <li>• Lawfully present non-citizens who are under the age of 21</li> <li>• Children under 19, regardless of their immigration status</li> </ul> |
| <p>Will children and pregnant people still qualify for NJ FamilyCare/Medicaid coverage?</p>       | <p>Yes. In New Jersey, the following groups will continue to qualify for NJ FamilyCare/Medicaid:</p> <ul style="list-style-type: none"> <li>• Lawfully present pregnant people</li> <li>• Lawfully present non-citizens who are under the age of 21</li> <li>• Children under 19, regardless of their immigration status</li> </ul> <p>These groups are protected under separate federal and State laws. Their coverage will continue as long as they meet income and other eligibility requirements.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <p>Who can tell me if I still qualify for coverage?</p>                                           | <p>Only NJ FamilyCare can verify your submitted documents and determine if you qualify for coverage. No other organization can tell you if you qualify for coverage, though they can help you decide what documents to submit. Once you follow the instructions in the letter and submit copies of the form and documents to HMS, NJ FamilyCare will review your documents and send you a final letter letting you know if your coverage will continue or end after September 30, 2026.</p> <p>If you submit documents, you should receive a letter in response. If you do not hear back, you should call the HMS hotline at +1 833-635-7060 (TTY: 711).</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <p>What if I expect my immigration status to change between now and the end of September?</p>     | <p>If you expect your immigration status to change before October 1, 2026, you must inform NJ FamilyCare as soon as you can. Do not assume NJ FamilyCare will automatically know about any changes to your status. You will need to take action and send in your documents as explained in the letter. If you have any</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

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|                                                                                                            | <p>questions about submitting documents, you should call the HMS hotline at +1 833-635-7060 (TTY: 711).</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <p>My spouse or child is a U.S. citizen/has a status that will qualify. Will they lose their coverage?</p> | <p>No. If your spouse or child has not received a Non-citizen Initial Letter and is a U.S. citizen or has an immigration status that qualifies under the new rules, these changes will not apply to them, and they are not required to submit any documents. They will keep their coverage as long as they meet other requirements, like income.</p> <p>Regardless of your spouse or child's citizenship or immigration status, if they have received a Non-citizen Initial Letter, they must submit their documents.</p> <p>Each person in a household is reviewed individually. One person in the household losing coverage does not mean everyone else will, too.</p>                                                                                                                                                                                                                                                                                                                   |
| <p>Will my U.S.-born child lose their coverage?</p>                                                        | <p>No. If your child was born in the United States, they are a U.S. citizen. They will keep their coverage if they meet all other requirements, like income.</p> <p>Each person in a household is reviewed individually. One person in the household losing coverage does not mean everyone else will too.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Deadlines                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <p>When will I lose coverage?</p>                                                                          | <p>If NJ FamilyCare mailed you a Non-citizen Initial Letter and you have not received a Non-citizen Eligible Letter confirming you still qualify, your last day of NJ FamilyCare/Medicaid coverage will be September 30, 2026. If you want to check if a letter was mailed to you, call the HMS hotline at +1 833-635-7060 (TTY: 711) to ask if NJ FamilyCare sent you a letter. If a letter was sent to you, but you do not have a copy, you can ask for another one to be mailed to you. You may also view a digital copy of this letter in the "View letters in your preferred language" section of the Non-citizen Eligibility webpage, available at <a href="https://www.nj.gov/humanservices/dmahs/obbba/noncitizen.shtml">https://www.nj.gov/humanservices/dmahs/obbba/noncitizen.shtml</a>.</p> <p>Please continue using your NJ FamilyCare/Medicaid benefits for doctor visits and prescriptions until that date. Your benefits remain fully active until September 30, 2026.</p> |
| <p>Do I need to contact my health plan separately, or does my coverage end automatically?</p>              | <p>Your coverage will end automatically, and your last day of coverage will be September 30, 2026. You do not need to contact your health plan.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <p>When should I send in my documents?</p>                                                                 | <p><b>Don't wait!</b> Send in your documents right away so NJ FamilyCare can check if you still qualify for coverage.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <p>Will you still review my documents if I submit them after the deadline listed in my letter?</p>         | <p>Yes, but it is best to submit your documents by the deadline listed in your letter. This gives NJ FamilyCare the best chance to review your information and tell you the outcome before September 30, 2026.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

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|                                                                                                                         | <p>If you send documents after the deadline, the team will do its best to review them before September 30, 2026 but cannot guarantee that the review can be completed by then.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <p>What happens if I submit my documents near September 30? Will I be able to keep my coverage while it's reviewed?</p> | <p>Yes, you will be able to keep your NJ FamilyCare/Medicaid coverage until your review is completed. You will receive a letter with the outcome once the review is finished.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <p>When will I know the outcome of my review?</p>                                                                       | <p>NJ FamilyCare will mail you an outcome letter once your documents have been reviewed and a decision has been made. NJ FamilyCare cannot give an exact timeline for when you should expect a response, but please give at least <b>30 days</b> for NJ FamilyCare to process your information. If you have not heard from NJ FamilyCare, call the HMS hotline at +1 833-635-7060 (TTY: 711). To check or view your submission's status, visit the HMS portal at <a href="http://www.VerifyOS.com">www.VerifyOS.com</a>.</p>                                                                                                      |
| Documents                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <p>What documents should I provide?</p>                                                                                 | <p>See the "Immigration Document Guide" section of the Non-citizen Eligibility webpage for the list of acceptable documents to send for each qualifying immigrant category. Find the Non-citizen Eligibility webpage at <a href="https://www.nj.gov/humanservices/dmahs/obbba/noncitizen.shtml">https://www.nj.gov/humanservices/dmahs/obbba/noncitizen.shtml</a></p>                                                                                                                                                                                                                                                             |
| <p>Should I send in original documents or copies?</p>                                                                   | <p>You should only send copies of your documents. Do not send in originals. If you have any questions about submitting documents, you should call the HMS hotline at +1 833-635-7060 (TTY: 711).</p>                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <p>What should I do if I am not sure whether I have the right documents to prove that I will qualify?</p>               | <p>If you need help, call the HMS hotline number at +1 833-635-7060 (TTY: 711). They can help you understand what documents you may need. You can also visit the Non-citizen Eligibility webpage for a full list of accepted immigration documents. Find the Non-citizen Eligibility webpage at <a href="https://www.nj.gov/humanservices/dmahs/obbba/noncitizen.shtml">https://www.nj.gov/humanservices/dmahs/obbba/noncitizen.shtml</a></p> <p>We encourage you to submit as many immigration documents as possible, as providing more documentation may help us verify your status and process your case more efficiently.</p> |
| <p>What should I do if my immigration document is expired?</p>                                                          | <p>Please submit your documents regardless of expiration date. NJ FamilyCare may still be able to use the information in the documents to verify your status. If the documents are not enough, you will be sent another notice informing you that more information is needed.</p>                                                                                                                                                                                                                                                                                                                                                 |
| <p>What should I do if my immigration document is lost or unavailable?</p>                                              | <p>If your document is lost, contact Legal Services of New Jersey at +1 833-576-5776 (TTY: 711) right away for help. You may need to get another copy of the document to send in. If your replacement document will not arrive before September 30, 2026, you may be eligible for extra time to submit your documents.</p>                                                                                                                                                                                                                                                                                                        |
| <p>NJ FamilyCare said my documents weren't enough — can I send more?</p>                                                | <p>Yes. You will have time to send in more information, but you must act quickly. NJ FamilyCare will send you a letter if they need additional documents. You will have a chance to submit more documents before a final decision is made on your</p>                                                                                                                                                                                                                                                                                                                                                                             |

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|                                                             | coverage. If you have any questions about submitting documents, you should call the HMS hotline at +1 833-635-7060 (TTY: 711).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Will my information be shared with immigration authorities? | <p>NJ FamilyCare uses your information only to verify if you have a qualifying status for coverage. However, NJ FamilyCare must submit immigration documents to the U.S. Department of Homeland Security as part of the required verification process.</p> <p>NJ FamilyCare is also legally required to share member information with the U.S. Centers for Medicare &amp; Medicaid Services (CMS). In 2025, CMS agreed to share the personal information of Medicaid members with Immigration and Customs Enforcement (ICE) officials for immigration enforcement purposes.</p> <p>NJ FamilyCare does not have any control over this process. They are also unable to say what, if any, member information has been shared with ICE at this time.</p>                                                                                                                                                                                  |
| Submitting documents                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Where should I send my documents?                           | <p>There are a few ways to get your documents to NJ FamilyCare:</p> <ul style="list-style-type: none"> <li>• <b>Online (preferred option):</b> Upload to the HMS secure site: <a href="http://www.VerifyOS.com">www.VerifyOS.com</a>. You must enter your reference number and Date of Birth to log into the portal. You can find your reference number in the upper-right hand corner of the notice mailed to you.</li> <li>• <b>Fax to HMS:</b> Fax documents directly to HMS at +1 877-223-8478</li> <li>• <b>Mail to HMS:</b> The address to mail copies of your documents is PO Box 165308, Irving, TX 75016-9923. Please allow 3-5 business days for receipt.</li> </ul> <p>You should send in the response form that came with your letter and copies of any documents that prove your immigration status.</p> <p>If you have any questions about submitting documents, call the HMS hotline at +1 833-635-7060 (TTY: 711).</p> |
| Why am I mailing my documents to Texas?                     | NJ FamilyCare has partnered with HMS, a Texas-based company, to collect submitted documents. Since HMS will be collecting the documents, all documents submitted by mail should be mailed to Texas.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| What should I keep for my personal records?                 | You should make a copy of your completed response form for your personal records. You should also keep the original versions of the documents you submitted to HMS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| What is my reference number and why do I need it?           | <p>Your reference number is assigned to you by HMS to keep track of your document submissions. You will need the reference number to log into <a href="http://www.VerifyOS.com">www.VerifyOS.com</a> to submit your documents or check on your documents' submission status.</p> <p>Your reference number is located at the top-right corner of the notice you have received in the mail.</p> <p>If you have lost or cannot find your reference number, call the HMS hotline at +1</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

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|                                                                             | 833-635-7060 (TTY: 711). HMS can help you find your number or send you a new copy of your letter.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Where can I find my reference number?                                       | Your reference number is located at the top-right corner of the letter you have received in the mail.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| What should I do if I lost my letter or can't find my reference number?     | Don't worry. Call the HMS hotline at +1 833-635-7060 (TTY: 711). They can help you find your number or send you a new copy of your letter.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Where to get help                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Where can I go if I have questions?                                         | <p>There are several places where you can get help:</p> <ul style="list-style-type: none"> <li>• <b>HMS:</b> You can call the HMS hotline at +1 833-635-7060 (TTY: 711) for help with questions about your letter, how to submit your documents, or general questions about this process</li> <li>• <b>Legal Services of New Jersey (LSNJ):</b> If you need help understanding if you may be eligible or need assistance documenting your status, Legal Services of New Jersey may be able to help. Call the LSNJ HealthLine at +1 833-576-5776 (TTY: 711) for information and legal advice. You may also apply for help online at <a href="http://www.lsnjlawhotline.org">www.lsnjlawhotline.org</a></li> <li>• <b>Health Benefits Coordinator Call Center:</b> You can call the Health Benefits Coordinator Call Center at +1 800-701-0710 (TTY: 711) if you have questions on your health benefits</li> </ul>                                                                                                                                                                                      |
| I don't speak English well. How can I access help in my preferred language? | <p>You can get help in the language with which you are most comfortable. For live support, you can call the HMS hotline at +1 833-635-7060 (TTY: 711) and ask for an interpreter. An interpreter can be arranged to join the call at no cost to you.</p> <p>To view a translated copy of your notice, please visit the "View letters in your preferred language" section of the Non-citizen Eligibility webpage, available at <a href="https://www.nj.gov/humanservices/dmahs/obbbba/noncitizen.shtml">https://www.nj.gov/humanservices/dmahs/obbbba/noncitizen.shtml</a>. Your letter provides you with more information on how to access translation services.</p> <p>If you need help understanding if you may be eligible or need assistance documenting your status, Legal Services of New Jersey may be able to help. Call the LSNJ HealthLine at +1 833-576-5776 (TTY: 711) for information and legal advice. An interpreter can be arranged to join the call at no cost to you. You may also apply for help online at <a href="http://www.lsnjlawhotline.org">www.lsnjlawhotline.org</a>.</p> |
| Can someone help me submit my documents?                                    | Call the HMS hotline at +1 833-635-7060 (TTY: 711) for guidance on how to submit documents.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| What can county offices help with? Can they tell me if I'm eligible?        | <p>Staff at your County Social Service Agency's office can help in the following ways:</p> <ol style="list-style-type: none"> <li>1. Answer general questions about the letter.</li> <li>2. Explain the steps you need to take.</li> <li>3. Help you send in copies of your immigration documents to HMS if you prefer to submit them in person</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

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|                                                                                                                    | However, they <b>cannot</b> determine whether you are eligible under the new rules. That decision can only be made by NJ FamilyCare after your documents have been reviewed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Renewal issues                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| I was sent both a renewal-related letter and a termination letter, what does this mean?                            | If you received a letter about renewing your coverage and a letter about your immigration status, this means that your NJ FamilyCare/Medicaid coverage is up for renewal now under the existing rules. However, you may no longer be eligible under the new rules taking effect after September 30, 2026 unless you take action. You must respond to both the renewal letter and the termination letter.                                                                                                                                                                                                                                                                                                               |
| If I was sent both a renewal and a termination letter, when will my coverage end?                                  | It is possible to receive a letter that says your coverage has been successfully renewed but also get another letter saying that you no longer qualify for NJ FamilyCare after September 30, 2026. This happened because you were still eligible for NJ FamilyCare for a short time under the “old” Medicaid rules, but will have your benefits terminated on September 30, 2026 because of the “new,” H.R.1 rules. However, if you think the termination letter is wrong, send in additional documents so NJ FamilyCare can review them and make a decision. If you have any questions about which letter applies to you or where to submit documents, you should call the HMS hotline at +1 833-635-7060 (TTY: 711). |
| Initial applications                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| I was recently approved for NJ FamilyCare for the first time, but I think I may be ineligible. What should I do?   | If you are no longer eligible under the new rules, NJ FamilyCare will send you a letter. If you think that you might be affected by this change in the law, but you did not receive a letter, you should call the HMS hotline at +1 833-635-7060 (TTY: 711) to ask if you should have received a letter.                                                                                                                                                                                                                                                                                                                                                                                                               |
| How long will I have to submit documents?                                                                          | <p><b>Don’t wait!</b> Your NJ FamilyCare coverage may be terminated on September 30, 2026, so you must submit your documents right away.</p> <p>Because you were recently approved for NJ FamilyCare/Medicaid coverage, you may receive your letter close to your last day of coverage on September 30, 2026. If that happens, submit your documents right away.</p>                                                                                                                                                                                                                                                                                                                                                   |
| What to do if you're no longer eligible                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Will I owe anything for Medicaid coverage I have already received?                                                 | No. Your coverage will be active until September 30, 2026. You will not owe any money for NJ FamilyCare benefits or coverage that you received up to September 30, 2026.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Can I reapply for Medicaid in the future if my immigration status or circumstances change? How soon can I reapply? | Yes, you can reapply if your immigration status or circumstances change. We encourage you to reapply if you think these changes mean you will now qualify under the new rules. <b>There is no waiting period to reapply.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

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| Where can I get other health care coverage?                                 | <p>Starting October 1, 2026, you may qualify for quality health care coverage through <a href="#">Get Covered New Jersey</a> within 60 days after your NJ FamilyCare coverage ends on September 30, 2026 to avoid a gap in coverage. Learn more about coverage options at <a href="#">GetCovered.NJ.gov</a>.</p> <p>In addition, several programs can help New Jersey residents to pay for emergency and hospital-based services. Medical Emergency Payment Program (MEPP) covers emergency services, including labor and delivery, for New Jersey residents age 19 and older who do not qualify for NJ FamilyCare because they do not meet the U.S. citizenship or immigration requirement. Visit <a href="http://www.nj.gov/humanservices/dmahs/individuals-families/familycare/mepp/">www.nj.gov/humanservices/dmahs/individuals-families/familycare/mepp/</a> for more information on MEPP.</p> |
| Will I be able to get financial support for other coverage?                 | You should visit the <a href="#">Get Covered New Jersey</a> marketplace to get the best rates on coverage options that are available to you.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Can anyone help me find alternative coverage?                               | <p>Yes, there are Navigators and Certified Application Counselors available to help you find other health coverage. You can find assistance on <a href="#">the Get Covered New Jersey website</a>.</p> <p>Get Covered New Jersey offers free help to any individual seeking health insurance coverage options. The Navigators and Certified Application Counselors will help make recommendations about which plan is best for you.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Will I get a special enrollment period to sign up for alternative coverage? | Yes, you will have a special enrollment period to select a new plan at <a href="#">Get Covered New Jersey</a> , starting 60 days before your coverage ends on October 1, 2026 and extending 60 days after your coverage ends. You should keep a copy of the letter you received to show when your coverage will end, for this purpose.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Will I still be able to get any coverage in an emergency?                   | Yes. The <a href="#">Medical Emergency Payment Program</a> covers emergency services, including labor and delivery, for New Jersey residents age 19 and older who do not qualify for NJ FamilyCare because they do not meet the U.S. citizenship or immigration requirement.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Appeals                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| What can I do if I disagree with the termination of my coverage?            | You can request a fair hearing to appeal the decision. Information about how to request a fair hearing will be included in your notice of termination. You will need to follow the instructions to make that request.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| When can I request a fair hearing?                                          | <p>You can request a fair hearing if you lose coverage and you think the decision was <b>a mistake or error</b>. Fair hearings should be requested if you believe that you have an immigration status that still qualifies for coverage. Fair hearings must be requested within 30 days from the date of the letter marked “FINAL NOTICE” on the top-right.</p> <p>If you have more proof that you have an immigration status that would qualify for coverage, you should submit that information to HMS as soon as possible. You can submit more proof even after your coverage has ended. For help on how to submit more information, call the HMS hotline at +1 833-635-7060 (TTY: 711).</p>                                                                                                                                                                                                     |

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| <p>How do I request a fair hearing if I think the decision about my status was wrong?</p> | <p>To request a fair hearing, you will need to complete the following steps:</p> <ol style="list-style-type: none"> <li>1. Complete the fair hearing request form that was included with your termination letter. The form will ask you to explain why you think the decision to end your NJ FamilyCare/Medicaid coverage was incorrect.</li> <li>2. Submit your completed form to NJ FamilyCare at the address listed on the form, along with a copy of the termination notice.</li> <li>3. Wait for a response. If your request is approved, a hearing with an administrative law judge will be scheduled.</li> <li>4. Prepare for your hearing. You can get help presenting your argument, and you can bring evidence or witnesses to support your case.</li> <li>5. Attend your hearing. At the hearing, you will be able to explain why you believe you should still qualify for coverage.</li> <li>6. Wait for a final decision from the judge. You will be notified of the decision in writing.</li> </ol>                                                                                                                                   |
| <p>Where can I go for help understanding the appeals process?</p>                         | <p><b>Help is available.</b> There are community organizations and legal clinics that can help you understand the fair hearing process and may be able to help with presenting your argument. These include:</p> <ul style="list-style-type: none"> <li>• <b>Legal Services of New Jersey:</b> <ul style="list-style-type: none"> <li>○ Call: +1 833-576-5776 (TTY: 711)</li> <li>○ Visit: <a href="http://www.lsnjlawhotline.org">www.lsnjlawhotline.org</a></li> </ul> </li> <li>• <b>Community Health Law Project:</b> <ul style="list-style-type: none"> <li>○ Visit: <a href="http://www.chlp.org">www.chlp.org</a></li> </ul> </li> <li>• <b>Disability Rights New Jersey:</b> <ul style="list-style-type: none"> <li>○ Call: +1 800-922-7233</li> <li>○ Visit: <a href="http://www.disabilityrightsnj.org">www.disabilityrightsnj.org</a></li> </ul> </li> </ul> <p>Other organizations in your area may be able to assist. Note that some of these organizations may only work with people in certain situations (for instance, if you are a person with a disability) and may not be able to help if your circumstances are different.</p> |
| <p>Special situations</p>                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <p>What if my address has changed?</p>                                                    | <p>If your contact information has changed, please fill out the address update form to get in touch with NJ FamilyCare and let us know your new address. This is to make sure that you will get your outcome letter and other messages from NJ FamilyCare. You can access the address update form here: <a href="https://dmahs-nj.my.site.com/addressupdate/">https://dmahs-nj.my.site.com/addressupdate/</a>.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <p>What if I've moved out of New Jersey?</p>                                              | <p>If you do not live in New Jersey, you no longer qualify for NJ FamilyCare. You should call +1 800-701-0710 (TTY: 711) to report that you do not live in New Jersey.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <p>What if I am helping a family member or friend who has been impacted?</p>              | <p>You should make sure that the family member or friend understands the changes and signs all necessary forms and letters themselves. Under no circumstances should you sign forms on their behalf. If any forms ask if the member had help completing them, you should accurately explain your role.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

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| Do I have to pay to submit my documents?                                                                                     | NJ FamilyCare will never charge you to submit your documents. You do not have to pay anyone to help you. For free assistance, please call the HMS hotline at +1 833-635-7060 (TTY: 711).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Can a lawyer, advocate, or family member call or submit documents on my behalf?                                              | Yes. You can have a trusted person, such as a family member, lawyer, or community advocate, help you respond to this letter. They can call with you or help you gather and submit your immigration documents. If the member or head of household is not present to speak on your behalf, they will need to file a release form or a Designation of Authorized Representative form. You can find the Designation of Authorized Representative by visiting <a href="https://nj.gov/humanservices/dmahs/documents/news/NJ_Medicaid_Designation_of_Authorized_Representative.pdf">https://nj.gov/humanservices/dmahs/documents/news/NJ_Medicaid_Designation_of_Authorized_Representative.pdf</a> |
| I have Medicare too — does that change anything?                                                                             | No, having Medicare does not affect your NJ FamilyCare/Medicaid coverage under this process: the two programs have separate rules. However, please be aware that the changes to federal law as a result of H.R.1 (also known as the One Big Beautiful Bill Act) will also affect Medicare coverage for some non-citizens starting January 4, 2027. If you have questions about your Medicare coverage, contact Medicare directly.                                                                                                                                                                                                                                                            |
| What if I received both an initial outreach letter and a notice confirming I still qualify without submitting any documents? | <p>If you received both an initial outreach letter and a notice confirming you still qualify, <b>you remain eligible for coverage under the new federal rules and no additional action is needed at this time</b>. This is true even if you have not sent in any documents.</p> <p>This can happen because NJ FamilyCare continues reviewing cases after sending termination letters. In other words, your eligibility could not be confirmed when NJ FamilyCare had sent initial termination letters, but since then, NJ FamilyCare was able to confirm you still qualify.</p>                                                                                                              |