



OBBBA / H.R. 1 Stakeholder Guidance for the Non-citizen Disenrollment Process

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1. Introduction

The One Big Beautiful Bill Act (OBBBA), also known as H.R. 1, introduces significant changes to NJ FamilyCare/Medicaid that will affect a substantial number of NJ FamilyCare members. One part of the federal law modifies which non-citizen immigration statuses qualify for Medicaid coverage. As a result, some people who are currently enrolled in NJ FamilyCare will lose health care benefits; many others will be confused as to whether they still qualify. This is where you, as a trusted source of information in the community, come in. Division of Medical Assistance and Health Services (DMAHS), the State office administering NJ FamilyCare, needs your help to ensure as many eligible New Jersey residents as possible keep their NJ FamilyCare coverage. Applicants, current members, and those individuals losing benefits will need assistance navigating through new processes DMAHS has put in place to comply with H.R. 1.

NJ FamilyCare estimates that between 10,000 to 20,000 non-citizens in New Jersey could lose Medicaid coverage by October 1, 2026.

This may happen because:

1. A member is ineligible under the new immigration status rules.
2. A member is still eligible but loses coverage because they did not submit the required documentation on time. This will result in procedural termination of benefits (they will be automatically disenrolled from NJ FamilyCare and their benefits will end on September 30, 2026).

The number of procedural terminations is hard to predict but is expected to be substantial, as impacted individuals face many challenges navigating this process. Many may not understand:

- That the new law applies to them
- That the notice requires action

As a trusted community stakeholder, your help is critical to:

- Get the word out about the OBBBA changes to non-citizen eligibility
- Help people know how these changes could impact them
- Encourage people to watch for the notice and read it carefully
- Remind people to respond quickly
- Help members submit requested documents

2. What Is Changing for Some Non-citizens?

Starting October 1, 2026, H.R. 1¹ limits which non-citizen groups qualify for federally funded Medicaid. Federal rules that have been in place for many years are changing. Below is a summary of the eligible and ineligible non-citizen groups after October 1, 2026.

Eligible non-citizen groups	• Lawful Permanent Residents (green card holders) of at least 5 years calculated from date of grant of qualifying immigration status • Non-citizens that are in one of the following groups and who have adjusted to Lawful Permanent Resident, regardless of date of adjustment ○ Refugees ○ Asylees ○ Victims of trafficking and their spouse, child, sibling, or parents ○ Lawfully residing veterans/active-duty service members and certain family members ○ Amerasian immigrants ○ Iraqi and Afghani grantees of Special Immigrant Visas (SIV) or SI/SQ Parolees ○ Afghan Nationals granted parole between July 31, 2021, and September 30, 2023 ○ Individuals who were paroled into the U.S. between February 24, 2022, and September 30, 2024, under the Ukrainian Humanitarian Parole (UHP) program ○ People whose deportation is being withheld • Cuban/Haitian Entrants • Compacts of Free Association (COFA) migrants, which includes Micronesia, Marshall Islands, and Palau • Lawfully present pregnant people • Lawfully present non-citizens who are under the age of 21
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¹ Section 71109 of One Big Beautiful Bill Act

	• Children under 19, regardless of their immigration status
Ineligible non-citizen groups	• Non-citizens in the following groups who have not adjusted to Lawful Permanent Resident status ◦ Victims of domestic violence, applying under the U.S. under the Violence Against Women Act (VAWA) ◦ Temporary humanitarian parolees (those paroled into the U.S. for at least one year) ◦ Refugees ◦ Asylees ◦ Victims of trafficking and their spouse, child, sibling, or parents ◦ Lawfully residing veterans/active-duty service members and certain family members ◦ Afghan Nationals granted parole between July 31, 2021, and September 30, 2023 ◦ Individuals who were paroled into the U.S. between February 24, 2022, and September 30, 2024, under the Ukrainian Humanitarian Parole (UHP) program ◦ People whose deportation is being withheld

3. Overview of the Non-citizen Disenrollment Process

NJ FamilyCare will identify which members are impacted by H.R. 1 and send them a letter with instructions on what to do next. There is an issue, however. New Jersey's application processing systems are based on "old" eligibility requirements: they do not contain the very detailed immigration information required under new H.R. 1 rules. This means that letters will go to a number of current NJ FamilyCare members who are likely eligible for coverage after October 1, 2026. Getting a letter does NOT mean they are no longer eligible: NJ FamilyCare only needs more information to help verify their eligibility. However, members who fail to respond to the letter are at risk of being procedurally disenrolled. Regardless of status, benefits remain fully active for members through September 30, 2026.

If current members have an eligible immigration status or are U.S. citizens and receive a letter, they must act quickly. They can attest to U.S. citizenship or having an eligible immigration status and submit their supporting documentation to HMS, a vendor assisting DMAHS through this process. Members should be encouraged to respond if in doubt and submit as many documents as possible. Members who are certain they no

longer qualify after October 1, 2026, do not have to do anything. Residents can check if they still qualify under the new rules by visiting <https://www.nj.gov/humanservices/dmahs/obbba/noncitizen.shtml>

Below outlines the four stages of the non-citizen disenrollment process for reference.

- **Stage 1: Member identification:** DMAHS will deploy a rigorous verification approach to identify members who remain eligible. Members whose eligibility cannot be verified will receive outreach.
- **Stage 2: Non-citizen initial outreach:** DMAHS via vendor (HMS) will send a notice to identified non-citizen members that may be impacted stating that there is a risk of a September 30, 2026, termination and that members who are in a still-eligible group must submit documentation to verify eligibility status. DMAHS will accept submissions through the September 30 termination date.
- **Stage 3: Document review and eligibility determination:** Vendor (HMS) will support the document processing effort and mail outcome letters on a weekly basis. The outcome letter indicates if members are eligible or ineligible. Members who submit insufficient documents will receive an incomplete notice and will be terminated on September 30 if they do not respond with further documentation.
- **Stage 4: Final termination and reconsideration:** Final termination notices will be sent to all members who did not receive an outcome letter. Final notice and ineligible outcome letters will notify members of the appeals / fair hearing process. Members terminated for non-response have a 90-day reconsideration period and a second opportunity to submit documents through December 31, 2026, using the same process.

This process is new for both the State and members alike and may feel complex or confusing to navigate — particularly for members who are unfamiliar with Medicaid eligibility processes or face language and access barriers. As a result, DMAHS expects that many impacted members will turn to trusted people in their communities for guidance, including community organizations, legal service providers, health care providers, and other local partners. The sections that follow provide practical guidance on how to support members through the process, including how to help them submit documents to HMS.

4. How to Support Members through the Document Submission Process

As a stakeholder organization, you play a critical role in helping NJ FamilyCare members navigate the document submission process. Members may come to you with

questions on what documents to submit, how to fill out the Immigration Status Reporting Form, or how to submit documents to HMS. Below is guidance on how to support them through the process.

4.A. Help Members Get Their Letter

Members who may be impacted will receive a letter from NJ FamilyCare titled "Non-citizen Initial Letter" beginning in July 2026. This letter contains their reference number in the top-right corner, which is needed to submit documents online and to track their case. The envelope they can expect to receive is below.



If a member has not received a letter:

- Encourage them to update their mailing address at <https://dmahs-nj.my.site.com/addressupdate/> so NJ FamilyCare can reach them
- Help the member call the HMS hotline at +1 833-635-7060 (TTY: 711) to confirm whether a letter was sent and to obtain their reference number

4.B. Help Members Gather Documents

Members must complete and submit the Immigration Status Reporting Form included with the initial letter and send copies of their relevant immigration documents.

If the member does not have their letter or form, they can:

- Call HMS hotline at +1 833-635-7060 (TTY: 711) and ask for another copy to be sent

- View and print a complete copy of the letter online in their language at:
<https://www.nj.gov/humanservices/dmahs/obbba/noncitizen.shtml>

You can help the members by assisting them with accessing the letter in their preferred language and printing a copy of the Immigration Status Reporting Form for them to fill out if they do not have one.

If a member comes to you asking for help in gathering their documents:

- **Remind members to complete and sign the Immigration Status Reporting Form** included with their letter. This serves as the member's attestation to a still-eligible status. DMAHS encourages you to have blank copies of the Immigration Status Reporting Form on-site in case members don't have their form on hand when seeking your assistance. To view the form in different languages, refer to the translated versions of the initial notice at: <https://www.nj.gov/humanservices/dmahs/obbba/noncitizen.shtml>
- **Encourage members to submit as many supporting documents as possible** to help NJ FamilyCare verify their immigration status faster. If members need guidance on what documents to submit, direct members to the Immigration Document Guide for a list of accepted documents by qualifying category:
<https://www.nj.gov/humanservices/dmahs/obbba/noncitizen.shtml>. Advise members to submit copies of their immigration or citizenship documents and to retain their originals. If you have a copy machine on-site, please allow members to use it to make copies of their documents if needed.

You should encourage members to submit the Immigration Status Reporting Form and as many supporting documents as possible, more is better. Stakeholder organizations cannot make eligibility decisions for members, and they should not dissuade members from submitting documents. If the member is unsure of their status and they do not know what to check off on the form, have them sign the form and return it with as many supporting documents as possible.

4.C. Help Members Submit Their Documents

Members can submit their documents using any of the three methods below.

Method	How
Online — preferred	Upload at www.VerifyOS.com . Log in with your reference number (top-right corner of your letter) and date of birth.

Fax	Fax documents directly to HMS at +1 877-223-8478 (one fax transmission per member, <u>do not</u> include multiple members in the same fax)
Mail	Mail copies of documents to PO Box 165308, Irving, TX 75016-9923. Please allow 3-5 business days for receipt. (one envelope per member, <u>do not</u> include multiple members in the same envelope)

Please encourage members to use the preferred online method to help NJ FamilyCare verify their status faster. To submit via the online portal, members need to have their reference number on hand.

If a member does not know their reference number, you can help them get it by calling the HMS hotline at +1 833-635-7060 (TTY: 711) with the member present. HMS can look up a member's reference number using their name, date of birth, Medicaid ID, or Social Security Number.

Once the member has their reference number, you can sit with the member to help them navigate through the VerifyOS portal. The portal user interface has step-by-step instructions on how to submit the required documentation. You can use your computer and document scanner to assist the member with the process.

Note that www.VerifyOS.com is compatible with browser translation capabilities. This means that the portal will automatically populate in the member's default language. If a member is using a shared device, the portal can be translated using the browser settings.

The VerifyOS portal will automatically update the member's status throughout the verification process. The status can be found in the top left of the portal. Below is a key to understanding the status list:

- **No Response:** No documentation has been received by HMS.
- **Response Received - Pending Review:** Documentation has been received by HMS but has not yet been processed. Please allow 3-5 days for your status to be updated.
- **Partial Response:** Documentation received was unacceptable. Please call HMS at 833-635-7060 to discuss what is needed.
- **Partial Response - Pending Review:** Documentation has been sent to NJ FamilyCare to determine your eligibility status as of October 1, 2026. Please allow up to 30 days for your status to be updated.
- **Complete With Termination:** We received the information you sent about your immigration status. Based on that information, your NJ FamilyCare/Medicaid benefits will be terminated effective September 30, 2026. The reason for the termination is you do not have a qualifying

immigration status to receive NJ FamilyCare/Medicaid benefits beginning October 1, 2026. The federal non-citizen eligibility rules can be found at 42 CFR 435.406 and Section 71109 of the One Big Beautiful Bill Act.

- **Complete:** The information you submitted to prove that you have a qualifying immigration status as of October 1, 2026 has been reviewed and accepted. You will keep receiving NJ FamilyCare/Medicaid benefits as long as you continue to qualify in all other ways.

5. Member Engagement Guidelines

The guidance above covers the most common ways you'll support members — helping them find their letter, gather documents, and submit through HMS. As you assist members through this process, it's important to understand the boundaries of your role. There are actions that assistors can and cannot take, and staying within those boundaries protects both you and the members you serve. Please refer to the lists below and only take acceptable actions.

5.A. What You Can Do as an Assistor

- Encourage members to use their coverage fully while enrolled
- Sit with a member and provide guidance as they navigate the VerifyOS portal or Immigration Status Reporting Form
- If a member is present in person, fax or scan and upload documents on their behalf into the HMS portal using the member's reference code — no Designated Authorized Representative (DAR) required
- If a member calls in for help, guide them on where and how to upload or send their documents, and direct them to that information on the notice. If a member needs in-person assistance, help them understand where they can go (either at your organization, an NJ FamilyCare Regional Office, an HBC Regional Office, or to their County Social Services Agency)
- Encourage eligible members to submit as many supporting immigration documents as possible with their Immigration Status Reporting Form and direct them to www.VerifyOS.com
- Encourage members to use www.VerifyOS.com to check the status of their submission
- Share informational resources and help members understand the process and timeline
- Connect ineligible members to alternative coverage options and continue supporting them

- Refer members to other assistors or support organizations for additional assistance, especially the Legal Services of New Jersey dedicated hotline: +1 833-576-5776 (TTY: 711)
- Follow your organization's own policies to safeguard client information, including adherence to HIPAA and privacy requirements

5.B. What You Cannot Do as an Assistor

- Provide an eligibility determination for the member or dissuade members from submitting documents
- Send in documents without the member requesting assistance and providing the documents to you (exception: an assistor who has the documents on file due to a legal relationship with the member)
- Take action on behalf of a member without being identified as a Designated Authorized Representative

6. Resources

DMAHS is equipping stakeholders with the resources needed to help members understand and navigate the non-citizen disenrollment process. All stakeholder communications, including new materials, updated guidance, and revised resources, will be distributed via the NJ FamilyCare OBBBA listserv email MAHS.FederalChanges@dhs.nj.gov

6.A. Attached resources

Included with this Stakeholder Guide are the following resources.

Official Member Notices:

- **Non-citizen Initial Member Letter:** a copy of the letter being mailed to potentially impacted members explaining what is changing and what they need to do to maintain eligibility
- **Non-citizen Outcome Letter Insert:** an insert included in all positive renewals and new applications stating that members' eligibility may change on 9/30/2026

Accompanying Resources:

- **Non-citizen Frontline Staff Guide:** simplified one-pager that describes the non-citizen changes, how to help, and what to avoid

- **Immigration Document Guide:** an overview of the citizenship/immigration documents that will be accepted to verify eligibility for non-citizen members
- **Non-citizen Outreach Communications Toolkit:** a suite of ready-to-use materials that can be shared with members
- **Non-citizen Frequently Asked Questions (FAQs):** answers to common questions about the non-citizen eligibility changes

Additional resources will be shared with stakeholders as they are available.

6.B. Contact Us

For questions or feedback on this guide, please email MAHS.FederalChanges@dhs.nj.gov

To sign up for the NJ FamilyCare Application Assistance Training, which goes over the full application process step-by-step, please email Mahs.NJFamilyCare@dhs.nj.gov to be added to the waitlist. You will be notified via email as soon as the next virtual training is scheduled.