Update 1: New Outreach to Supplemental Security Income (SSI)-Enrolled Members; CHANGE IN PROCESS

There are 115 members enrolled via SSI who were not included in the original non-citizen mailing due to delays in receiving CMS [Centers for Medicare and Medicaid Services] guidance on how to handle the SSI population. Outreach letters for this group were mailed on August 26, 2026. Below is more guidance on how to support this population:

- Where to submit documents: This cohort follows a different process for submitting documents. These members should not send anything to HMS — HMS can only service members who were part of the original mailing. Instead, these members should submit their information in one of the following ways: Fax to NJ FamilyCare: 1-609-588-2742 or Mail: OEP Verification Team, PO Box 712, Trenton, NJ 08625 (please allow 3–5 business days for receipt)

- Available helplines: These members should not be referred to the HMS hotline. Support for these members are provided via the following helplines: DMAHS helpline: Call 1-800-356-1561 for questions on whether they should have received a mailing and where to send information or Legal Services of NJ: Call the LSNJ HealthLine at 833-576-5776 for information and legal advice and help documenting their status.

- Sample letter: A copy of the letter that was mailed to these 115 members is *attached* for your reference. It is labeled "Non-citizen Initial Letter – SSI" in the top left corner.

Update 2: Talking Points to Assist Members in Checking their Determination Status

We've received stakeholder questions about how members can check where they stand in the determination process. Please use the talking points below to help members with similar questions:

- When are outcome letters being sent? Outcome letters are being sent out on a rolling basis. Once a determination is made, members should receive their outcome letters the following week.

- How soon will I find out my result? The determination process takes time. NJ FamilyCare is moving as quickly as possible, but some parts of the process are outside of NJ FamilyCare control. The fastest way for a member to check whether a determination has been made after a member has submitted documents is to log-in to the online HMS portal: *www.VerifyOS.com*.

- Can I call the HMS hotline to find out where I stand in the review process? HMS is not conducting reviews — determinations are made internally by NJ FamilyCare. As a result, HMS cannot provide information on where a member stands in the review process, though they can confirm whether documents have been received.