



Important Changes

Thank you for choosing Fidelis Care for your healthcare needs. We are writing today to tell you about an important change to the services covered by Fidelis Care. This change is not in your printed Member Handbook. Please keep this paper as a reminder.

Here is the change you need to know about:

In the “Services Covered by Fidelis Care” section on **page 38** of your printed Member Handbook, the chart listed has changed. Please see the chart about Community Based Palliative Care listed in this notice for more details.

Community Based Palliative Care program starts April 1, 2026.

Overview of Services

Community-Based Palliative Care (CBPC) is a new program in NJ FamilyCare. It helps people with serious sickness feel better. A team of doctors, nurses, and helpers work together to give care at home or in the community. This care helps with pain, stress, and other problems. People can still get treatment to try to get better. They do not need to be terminal to get this care. CBPC helps people live better and stay out of the hospital.

The CBPC benefit covers a comprehensive set of services delivered by an interdisciplinary team in any non-inpatient setting:

- Symptom assessment and management;
- Home-based nursing and social work support;
- Advance care planning discussions;
- Coordination of concurrent services;
- Psychosocial and spiritual counseling;
- Medication adjustments and prescribing/deprescribing as appropriate;
- Caregiver training and education; and
- Access to a 24/7 hotline.

Member Eligibility Criteria

To be considered eligible for Community Based Palliative Care program an individual must have serious disease and show evidence of reduced quality of life. Members must qualify under one of the three subcategories to meet quality of life impairment criteria, including:

1. Are in functional decline (e.g., significant difficulty with 1+ activity of daily living);
or
2. Two (2) or more emergency department visits in the past six (6) months; or

3. One (1) acute hospitalization in the past year.

Fidelis Care can also make individual determinations of medical necessity, incremental to the above criteria, based on the member's condition.

To learn more about this program and find out if you qualify, call **Fidelis Care Member Services** toll-free at **1-888-453-2534** (TTY: **711**).

You can get help with authorizations, services, claims or billing, and provider network questions. Representatives are available **Monday through Friday, 8 a.m. to 6 p.m.**

Accessing Services

There are several ways members may access Community Based Palliative Care services:

1. Any individual or organization may refer you to the program by reaching out to Fidelis Care, including community organizations and family members;
2. Members may be directly referred to by their healthcare provider; or
3. Completing the Program Eligibility Screening Tool which can be completed independently by a member or by anyone in the community, including clinicians and non-clinicians.

All members must have a Comprehensive Medical Assessment Tool completed by any qualified, Medicaid-enrolled clinician to identify and document a holistic view of the member's health and confirm program eligibility.

Service Requirements

Members participating in Community Based Palliative Care (CBPC) receive comprehensive support throughout the managed care continuum. Fidelis Care assigns each member Care Manager who plays a central role in coordinating Medicaid-covered services such as PCA services. The Care Manager will also actively participate in monthly Interdisciplinary Team (IDT) meetings, where a Care Plan is maintained to address the members' evolving needs. Additionally, the Care Manager helps coordinate complementary Medicaid services identified by the IDT as beneficial to the member's overall health and well-being.

Finding a Provider

You can easily search for a provider using our online tool at **findaprovider.fideliscarenj.com**. Use the online tool to search for a provider within a certain distance of your home, by name, or by practice type.

In addition, we are always adding new providers to our network! Checking our online tool is the best way to get our current provider network information.

For more ways to find an in-network provider, please see **page 21** of your Member Handbook. You can also call Member Services toll-free at **1-888-453-2534** (TTY: **711**). We are here Monday through Friday, from 8 a.m. to 6 p.m.

If your provider is out of network, please see **page 74** of your Member Handbook for more information.

Relevant Contact Information / Phone Numbers

Please call us with any questions. Our Member Services team is ready to help you. Call us toll-free at **1-888-453-2534** (TTY: **711**). We are here Monday through Friday, from 8 a.m. to 6 p.m.

For Community Based Palliative Care, please contact Fidelis Care NJ by emailing **FC_PalliativeCare@fideliscarenj.com** or by calling **1-888-453-2534** (TTY: **711**).

Community Based Palliative Care Benefits Grid

Service / Benefit	Members in DDD, MLTSS	NJ FamilyCare Plan A/ABP	NJ FamilyCare Plan B	NJ FamilyCare Plan C	NJ FamilyCare Plan D
Community Based Palliative Care	<p>Covered by Fidelis Care (All Plans) Covers Community Based Palliative Care based on eligibility criteria.</p>				

For a full list of services and benefits covered by Fidelis Care, please see **page 38** of your Member Handbook.

Additional Information

Please see your Member Handbook for more information about your plan services and benefits with Fidelis Care. You can find a copy of your Member Handbook online at **fideliscarenj.com**. You can also call Member Services to ask for a printed copy at no cost to you. Call toll-free at **1-888-453-2534** (TTY: **711**). We are here Monday through Friday, from 8 a.m. to 6 p.m.

Discrimination Is Against the Law

Fidelis Care complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity). **Fidelis Care** does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity).

Fidelis Care:

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

If you need these services, contact Member Services at **1-888-453-2534** (TTY: **711**).

If you believe that **Fidelis Care** has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity), you can file a grievance with:

1557 Coordinator
PO Box 31384, Tampa, FL 33631
Phone: **1-855-577-8234** (TTY: **711**)
Fax: **1-866-388-1769**
Email: **SM_Section1557Coord@centene.com**

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our **1557 Coordinator** is available to help you.

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

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 1-800-537-7697 (TDD)

Complaint forms are available at **<https://www.hhs.gov/ocr/complaints/index.html>**

This notice is available at Fidelis Care website:

<https://www.fideliscarenj.com/notice-of-non-discrimination.html>

If English is not your first language, we can translate for you. Fidelis Care offers no cost language assistance, auxiliary aids and services, larger font materials, oral translation, and other alternative formats. For assistance call **1-888-453-2534** (TTY: **711**), Monday through Friday, from 8 a.m. to 6 p.m.

Si el español es su idioma principal, podemos traducir para usted. Fidelis Care ofrece asistencia lingüística gratuita, ayudas y servicios auxiliares, materiales con la letra más grande, traducción oral y otros formatos alternativos. Para obtener asistencia, llame al **1-888-453-2534** (TTY: **711**) de lunes a viernes, de 8 a.m. a 6 p.m.

如果中文是您的母語，我們可以為您翻譯。Fidelis Care 提供免費的語言協助、輔助工具和服務、大字體印刷資料、口譯和其他替代格式。如需協助，請撥打 **1-888-453-2534** (TTY **711**)，週一至週五上午 8 點至下午 6 點。

한국어가 모국어인 경우 당사가 번역해 드릴 수 있습니다. Fidelis Care는 언어 보조, 보조 지원 및 서비스, 큰 글씨 자료, 구두 번역 및 기타 대체 형식을 무료 제공합니다. 지원이 필요한 경우 **1-888-453-2534** (TTY **711**)번으로 월요일~금요일, 오전 8시~오후 6시까지 전화해 주십시오.

Se o português for a sua língua materna, podemos traduzir para si. A Fidelis Care oferece assistência, apoios auxiliares e serviços, materiais com tipos de letra de maior dimensão, tradução oral e outros formatos alternativos no seu idioma e sem custos. Para obter assistência, ligue para o número **1-888-453-2534** (TTY: **711**), de segunda-feira a sexta-feira, das 08:00 às 18:00.

જો ગુજરાતી તમારી પ્રથમ (માતૃ) ભાષા હોય, તો અમે તમારા માટે અનુવાદ કરી શકીએ છીએ. Fidelis Care કોઈ પણ ખર્ચ વિનાની ભાષા સંબંધી સહાયતા, સહાયક સહાય અને સેવાઓ, વધુ મોટા ફોન્ટની સામગ્રીઓ, મૌખિક અનુવાદ અને અન્ય વૈકલ્પિક ફોર્મેટ ઓફર કરે છે. સહાયતા માટે, સોમવારથી શુક્રવાર, સવારે 8 વાગ્યાથી સાંજે 6 વાગ્યા સુધીમાં, **1-888-453-2534** (TTY: **711**) પર કોલ કરો.

Jeśli język polski jest Twoim językiem ojczystym, możemy zapewnić Ci tłumaczenie. Firma Fidelis Care oferuje bezpłatne wsparcie językowe, dodatkowe pomoce i usługi, materiały z większą czcionką, tłumaczenia ustne oraz inne alternatywne formaty. Aby uzyskać pomoc, zadzwoń pod numer **1-888-453-2534** (TTY: **711**), telefon czynny od poniedziałku do piątku w godzinach od 8:00 do 18:00.

Se l'italiano è la tua prima lingua, possiamo occuparci della traduzione per te. Fidelis Care offre gratuitamente assistenza linguistica, supporti e servizi ausiliari, materiali con caratteri più grandi, traduzione orale e altri formati alternativi. Per assistenza chiama il numero **1-888-453-2534** (TTY: **711**), dal lunedì al venerdì, dalle 8:00 alle 18:00.

إذا كانت العربية لغتك الأولى، فيمكننا توفير خدمة الترجمة لك. تقدم Fidelis Care خدمات مساعدة لغوية ومساعدات وخدمات إضافية ومواد بخط أكبر وترجمة شفوية وغيرها من التنسيقات البديلة مجانًا. للحصول على المساعدة، اتصل على الرقم **1-888-453-2534** (TTY: **711**)، من الاثنين إلى الجمعة، من الساعة 8 صباحًا حتى الساعة 6 مساءً.

Kung Tagalog ang pangunahin ninyong wika, puwede kaming magsalin para sa inyo. Nag-aalok ang Fidelis Care ng libreng tulong sa wika, mga karagdagang tulong at serbisyo, mga materyal sa mas malalaking font, pasalitang pagsasalin, at iba pang alternatibong format. Para sa tulong, tumawag sa **1-888-453-2534** (TTY: **711**), Lunes hanggang Biyernes, mula 8 a.m. hanggang 6 p.m.

Если вашим родным языком является русский язык, мы можем выполнить для вас перевод. Fidelis Care предлагает бесплатные услуги языковой поддержки, вспомогательные средства и услуги, включая услуги устного перевода, а также материалы крупным шрифтом и в других альтернативных форматах. Для получения помощи позвоните по номеру **1-888-453-2534** (TTY: **711**) с понедельника по пятницу с 8 a.m. до 6 p.m.

Si Kreyòl Ayisyen se lang matènèl ou, nou kapab tradui pou ou. Fidelis Care ofri asistans lang gratis, èd ak sèvis oksilyè, dokiman ki nan gwo karaktè, tradiksyon oral, ak lòt fòm altènatif yo. Pou jwenn asistans rele **1-888-453-2534** (TTY: **711**), Lendi jiska Vandredi, soti 8 a.m. rive 6 p.m.

अगर हिंदी आपकी पहली भाषा है तो हम आपके लिए अनुवाद कर सकते हैं. Fidelis Care निःशुल्क भाषा सहायता, सहायक साधन और सेवाएं, बड़े फॉन्ट वाली सामग्री, मौखिक अनुवाद और अन्य वैकल्पिक फॉर्मेट प्रदान करता है. सहायता के लिए **1-888-453-2534** (TTY: **711**) पर सोमवार से शुक्रवार, सुबह 8 बजे से शाम 6 बजे तक कॉल करें.

Nếu tiếng Việt là ngôn ngữ mẹ đẻ của quý vị, chúng tôi có thể phiên dịch cho quý vị. Fidelis Care cung cấp miễn phí hỗ trợ ngôn ngữ, dịch vụ hỗ trợ và trợ giúp phụ trợ, tài liệu phòng chữ lớn hơn, phiên dịch và các định dạng thay thế khác. Để được hỗ trợ, hãy gọi số **1-888-453-2534** (TTY: **711**), Thứ Hai đến Thứ Sáu từ 8 a.m. đến 6 p.m.

Si le français est votre langue principale, nous pouvons vous fournir une traduction. Fidelis Care propose une assistance linguistique gratuite, des aides et services auxiliaires, des polices de caractères plus grandes, une traduction orale et d'autres formats. Pour obtenir de l'aide, appelez le **1-888-453-2534** (TTY : **711**), du lundi au vendredi, de 8 h à 18 h.

اگر اردو آپ کی مادری زبان ہے، تو ہم آپ کے لیے ترجمہ کر سکتے ہیں۔ Fidelis Care مفت میں زبان کی معاونت، اضافی امداد اور خدمات، بڑے فونٹ کے مواد، زبانی ترجمہ، اور دیگر متبادل فارمیٹس فراہم کرتا ہے۔ مدد کے لیے **1-888-453-2534** (TTY: **711**) پر کال کریں، پیر تا جمعہ، صبح 8 بجے سے شام 6 بجے تک۔