



FIDELIS CARE®

Important Updates

Thank you for trusting Fidelis Care with your healthcare needs. We have a new update to your Member Handbook that we would like to share with you about the appeals process. This update is not in your printed Member Handbook. Here is the update:

We have created an Appeal Request Form to help you submit your appeal. You will find a copy of the form on the following pages. The form includes:

- More information on when to use this form;
- Instructions on how to complete the form;
- How to send the form back to us; and
- How to call us to make a verbal appeal.

Questions?

Please call Member Services at **1-888-453-2534** (TTY: **711**). You can reach us Monday through Friday, from 8 a.m. to 6 p.m. You can also visit us online at **fideliscaresnj.com**.

Thank you for being our member.

Sincerely,

Fidelis Care

Enclosures