



Important Changes

We would like to tell you about an additional benefit covered by Fidelis Care Managed Long-Term Services and Supports (MLTSS). 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 refer to the chart about Nutritional Support Services listed within this notice for more details.

Nutritional Support Services July 1, 2025.

Overview of Services

Beginning in July 2025, the NJ FamilyCare MLTSS program is expanding its offerings with three Nutritional Support Services designed to enhance your health and food security. These services aim to provide you with personalized dietary guidance, smooth transitions into community living, and short-term help during food emergencies.

Services Include:

- **Nutrition Counseling and Education:** Provides access to tailored advice to improve eating habits and overall nutrition. Experts will evaluate your current diet, suggest healthier food choices, and help you adopt strategies for lasting nutritional well-being. Additionally, you will be guided on accessing programs like SNAP and WIC for ongoing support.
- **Transitional Pantry Stocking:** For those that are moving from an institutional setting to a community home, this service offers a limited supply of essential pantry and household items to support a successful transition when you have limited family or community support.
- **Short-Term Grocery Provision:** In times of urgent need—such as during sudden health challenges—this service provides grocery delivery for up to 30 days, ensuring you have access to nutritious food when you need it most.

Member eligibility criteria

You must be enrolled in the NJ FamilyCare MLTSS program and meet individual eligibility requirements for the requested service please see below:

- **Nutrition Counseling and Education:**

- Persons eligible for Nutrition Counseling and Education must be currently enrolled MLTSS members who meet the clinical and financial criteria for MLTSS and are:
 - Experiencing a significant or emergent disruption in the ability to obtain an adequate level of nutrition due to an acute behavioral or physical health episode or due to clinical factors that would put them at risk of an unnecessary emergency department visit, hospital admission, or institutional placement.

- **Transitional Pantry Stocking:**

- Persons eligible for Transitional Pantry Stocking must be currently enrolled MLTSS members who meet the clinical and financial criteria for MLTSS and all the following social risk factors:

- a. Meet the USDA definition of either low or very low food security;

- b. Are transitioning to a community residence from an institutional setting, including

- Certified nursing homes;
 - Mental health facility;
 - Acute care hospitals with an extended stay (30+ days);
 - Carceral settings (i.e., state prison, county correctional facility, youth correctional facility); and

- c. Indicate a lack of community or family support and challenges accessing and obtaining needed food during transition to a community residence.

- **Short-Term Grocery Provision:**

- Persons eligible for Short Term Grocery Provision must be currently enrolled MLTSS members who meet the clinical and financial criteria for MLTSS and:
 - Meet the USDA definition of either low or very low food security; and
 - Are experiencing a significant or emergent disruption in the ability to obtain an adequate level of nutrition due to an acute behavioral or physical health episode or due to clinical factors that would put them at risk of an unnecessary emergency department visit, hospital admission, or institutional placement.

Accessing Services

For questions or to learn more about the screening process and next steps, please contact your MLTSS care manager or contact Fidelis Care's Health Related Social Needs (HRSN) Member Services: toll free **1-866-309-8447** (TTY: **711**). We are here Monday through Friday, from 8 a.m. to 6 p.m.

Relevant Contact Information / Phone Numbers

Please contact Fidelis Care’s Health Related Social Needs (HRSN) Member Services: toll free **1-866-309-8447** (TTY: **711**).

Fidelis Care covers Nutrition Support Services for MLTSS members.

Service/Benefit	MLTSS -Plan A Members only
<i>Nutrition Services</i>	<i>Service Limitations</i>
Nutrition Counseling and Education	<ul style="list-style-type: none"> • May be received simultaneously with Home Delivered Meals, Transitional Pantry Stocking, and Short-Term Grocery Provision. • May be received simultaneously with NJ Family Care provided Medical Nutrition or Diabetes Self-Management Education if they are complementary and not duplicative to the more clinically focused nutrition counseling and education services. • Members residing in Nursing Facilities (NF), Assisted Living Residences (ALR), Comprehensive Personal Care Homes (CPCH), or receiving TBI Community Residential Services (CRS) are not eligible for this benefit. • Members in Assisted Living Programs may be eligible, provided there is no duplication.
Short-Term Grocery Provision	<ul style="list-style-type: none"> • May not be provided for more than 30 days. • May not be used more than once per calendar year. • May only be used on purchases consistent with SNAP guidelines. • Is capped at 200% of the current fiscal year’s maximum Monthly USDA SNAP Allowance for a household of 1.
Transitional Pantry Stocking	<ul style="list-style-type: none"> • This service is limited to a 30-day supply per occurrence but may be renewed in 30-day increments up to a maximum of 6 months based on need. Maximum amount of \$1,000 for the first 30-day supply, and a maximum of \$300 per each additional 30-day supply requested/approved, up to a total maximum of \$2,500 for 6 months. • Members residing in Nursing Facilities (NF), Assisted Living Residences (ALR), Comprehensive Personal Care Homes (CPCH), or receiving TBI Community Residential Services (CRS) are not eligible for this benefit. • Members in Assisted Living Programs may be eligible, provided there is no duplication. • Transitional Pantry Stocking is limited to one transition, per member lifetime.

For a list of services/benefits covered by Fidelis Care – MLTSS please see **page 12** of your MLTSS Booklet.

Additional information

Please refer to your Member Handbook and MLTSS Booklet for more information about your plan services/benefits with Fidelis Care. You can find a copy of your Member Handbook and MLTSS Booklet on our website at **fideliscarenj.com** or call Member Services to request a copy at no cost to you. Call Member Services toll-free at **1-855-642-6185** (TTY: **711**). We are here Monday through Friday, from 8 a.m. to 6 p.m. Care Managers can be reached 24 hours a day, seven days a week.

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 **1-855-642-6185** (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. We can also give you info in other formats. That includes Braille, audio and large print. Just give us a call toll-free. You can reach us at **1-855-642-6185**. For TTY, call **711**.

Si el español es su idioma materno, podemos traducir la información para usted. También podemos proporcionarle información en otros formatos, entre ellos, Braille, audio y letra grande. Solo llámenos, sin costo alguno. Puede comunicarse con nosotros llamando al **1-855-642-6185**. Para TTY, llame al **711**.

若您中文是您的第一語言，我們可以為您翻譯。我們也提供其他格式的資訊，包括點字版、音訊和大字印刷。請致電免費專線 **1-855-642-6185**。TTY 請撥打 **711**。

귀하의 모국어가 한국어인 경우 번역해 드릴 수 있습니다. 점자, 오디오, 대형 활자본 등 다른 형식으로도 정보를 제공해 드릴 수 있습니다. 수신자 부담 전화 **1-855-642-6185**(TTY: **711**)번으로 전화하여 당사에 문의해 주십시오.

Se português for a sua língua materna, podemos traduzir por si. Também lhe podemos fornecer informações noutros formatos, tais como braille, áudio e em letras grandes. Para tal, basta contactar-nos através do número **1-855-642-6185**. Para TTY, ligue para o **711**. A chamada não tem quaisquer custos.

જો ગુજરાતી તમારી પ્રથમ ભાષા છે, તો અમે તમારા માટે અનુવાદ કરીને આપી શકીએ છીએ. અમે તમને બીજા ફોર્મેટ્સમાં પણ માહિતી આપી શકીએ છીએ. તેમાં બ્રેઇલ, ઓડિયો અને મોટી પ્રિન્ટનો સમાવેશ થાય છે. અમને ફક્ત એક ટોલ-ફ્રી કોલ કરો. તમે **1-855-642-6185** પર અમારો સંપર્ક કરી શકો છો. TTY માટે, **711** પર કોલ કરો.

Jeśli język polski jest Twoim pierwszym językiem, możesz skorzystać z tłumaczenia. Możesz również otrzymać informacje w innych formatach, takich jak alfabet Braille'a, plik dźwiękowy lub duży druk. Wystarczy wykonać bezpłatne połączenie na numer **1-855-642-6185**, (TTY: **711**).

Se l'italiano è la sua prima lingua, possiamo provvedere alla traduzione per lei. Possiamo anche fornirle informazioni in altri formati, tra cui Braille, audio e stampa grande. È sufficiente chiamarci al numero verde **1-855-642-6185**. Per TTY, chiamare il numero **711**.

إذا كانت العربية لغتك الأولى، فيمكننا توفير خدمة الترجمة لك. يمكننا أيضًا تزويدك بمعلومات بتنسيقات أخرى ويشمل ذلك طريقة برايل والتسجيل الصوتي والطباعة بأحرف كبيرة. ما عليك سوى الاتصال بنا على الرقم المجاني. يمكنك التواصل معنا عبر الرقم **1-855-642-6185**. للهاتف النصي TTY، اتصل على الرقم **711**.

Kung Tagalog ang una ninyong wika, puwede kaming magsalin para sa inyo. Puwede rin kaming magbigay sa inyo ng impormasyon sa iba pang format. Kabilang dito ang Braille, audio, at malaking print. Tawagan lang kami nang libre. Puwede kayong makipag-ugnayan sa amin sa **1-855-642-6185**. Para sa TTY, tumawag sa **711**.

Если вашим родным языком является русский, мы можем предоставить вам услуги перевода. Мы также можем предоставить вам информацию в других форматах. Сюда относятся такие форматы, как шрифт Брайля, аудиоформат и крупный шрифт. Просто позвоните нам по бесплатному номеру телефона. Вы можете связаться с нами по номеру **1-855-642-6185**. TTY: **711**.

Si Kreyòl Ayisyen se pa premye lang ou, nou ka tradwi pou ou. Epitou nou ka ba w enfòmasyon nan lòt fòm. Sa gen ladan Bray, odyo, ak gwo enpresyon. Sèlman ba nou yon koutfil gratis. Ou ka jwenn nou nan **1-855-642-6185**. Pou TTY, rele **711**.

अगर हिंदी आपकी पहली भाषा है, तो हम आपके लिए अनुवाद कर सकते हैं. हम आपको अन्य फ़ॉर्मेट में भी जानकारी दे सकते हैं. इसमें ब्रेल, ऑडियो और बड़े प्रिंट शामिल हैं. बस हमें टोल-फ़्री कॉल करें. आप हमसे **1-855-642-6185** पर संपर्क कर सकते हैं. TTY के लिए, **711** पर कॉल करें.

Nếu ngôn ngữ chính của quý vị là tiếng Việt, chúng tôi có thể phiên dịch cho quý vị. Chúng tôi cũng có thể cung cấp cho quý vị thông tin ở các định dạng khác. Bao gồm chữ nổi, âm thanh và bản in chữ lớn. Chỉ cần gọi cho chúng tôi theo số điện thoại miễn phí. Quý vị có thể liên hệ với chúng tôi theo số **1-855-642-6185**. Đối với TTY, gọi số **711**.

Si le français est votre langue maternelle, nous pouvons vous fournir une traduction. Nous pouvons également vous fournir des informations dans d'autres formats, notamment en braille, au format audio ou encore en gros caractères. Il vous suffit de nous appeler gratuitement au **1-855-642-6185**. Pour le mode TTY, composez le **711**.

اگر اردو آپ کی پہلی زبان ہے تو ہم آپ کے لیے ترجمہ کر سکتے ہیں۔ ہم آپ کو دوسری شکلوں میں بھی معلومات دے سکتے ہیں۔ اس میں بریل، آڈیو اور بڑا پرنٹ شامل ہے۔ بس ہمیں ایک ٹال فری نمبر پر کال کریں۔ آپ ہم سے **1-855-642-6185** پر رابطہ کر سکتے ہیں۔ TTY کے لیے، **711** پر کال کریں۔