



Important Changes

We would like to tell you about an important change to your Services 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, **page 38** of your printed Member Handbook the chart listed has changed please refer to the chart about Housing Support listed within this notice.

New Housing Supports program, begins July 1, 2025.

Overview of Services

The Housing Supports program is a set of housing services created to ensure Medicaid/NJ FamilyCare/Managed Long-Term Services and Supports (MLTSS) members can live in a safe, healthy, and affordable home. The program is intended to provide much needed support to some of Medicaid’s most vulnerable members including those with complex medical and/or behavioral health needs who are also homeless or at-risk of homelessness.

Members receiving duplicative Move-in Supports and Residential Modifications and Remediation services via MLTSS are not eligible for additional support through Housing Supports.

The Housing Supports program consists of four services:

- Pre-tenancy Services (case management)
- Tenancy Sustaining Services (case management)
- Move-in Supports
- Residential Modification and Remediation Services

Member eligibility criteria

To be considered eligible for the Housing Supports program an individual must meet each of the following:

- 1) Enrolled with Fidelis Care
- 2) Meet at least one social-risk criteria (homeless, at-risk of homelessness, transitioning from an institution, or recently released from correctional facilities)
- 3) Meet at least one clinical-risk criteria (such as: chronic health condition, mental health condition, substance misuse, pregnancy, complex medical health due to disability, sexual / domestic violence, assisted living needs, repeated emergency use / hospitalization)

To learn more about the program and whether you qualify, please reach out to the Housing Supports Program, by contacting 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.

Accessing Services

There are several ways members may access Housing Supports 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) You may also individually reach out to or directly apply for services to Fidelis Care. Through both pathways, members must be screened for eligibility to participate.

Service Requirements

Members participating in pre-tenancy and tenancy-sustaining services will be supported across the managed care continuum. In addition to community organizations providing on-the-ground housing assistance, members are assigned a Fidelis Care housing specialist to help coordinate and navigate Housing Supports program services. If not already enrolled, members may also be assessed for care management services, which helps members achieve housing goals together with broader health needs.

Finding a Provider

You can easily search for a provider using our online tool at **findaprovider.fideliscarenj.com**.

Use it to search for a provider within a certain distance of your home, by name, or by practice type.

We are always adding new providers to our network! Checking our online tool is the best way to get our most current provider network information.

For additional ways to find an in-network-provider, please see **page 21** of your Member Handbook.

Or we can help you find a provider. Call us toll-free at **1-855-642-6185** (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 **1-855-642-6185** (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.

For Housing Supports Program, please contact Fidelis Care’s Health Related Social Needs (HRSN) Member Services you can send an email to HousingSupports@Centene.com or call <1-866-309-8447 (TTY: 711).

Housing 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
Housing Supports	<p>Covered by Fidelis Care (All Plans) Covers pre-tenancy services, tenancy sustaining services, home modifications and remediations, and move-in supports based on Housing Supports eligibility criteria</p>				

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

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۔