



FIDELIS CARE®

Balance Billing

FIDELIS CARE – NJ MEMBERS SHOULD NEVER RECEIVE A BILL FOR COVERED SERVICES.

It's illegal for providers to bill Fidelis Care members for the balance of a bill for services NJ FamilyCare and/or Fidelis Care covers. These laws apply to:

- ✓ NJ FamilyCare-only beneficiaries;
- ✓ Fully integrated dual eligible special needs plan (FIDE-SNP) members; and
- ✓ Fidelis Care members eligible for Medicare coverage or other insurance.

Who pays for care?

All services in the member's benefit package are covered by:

- ✓ Fidelis Care;
- ✓ Fidelis Care subcontracted vendors; or
- ✓ The State of New Jersey.

A Fidelis Care member may be billed **ONLY** when you knowingly agree to receive services that are not covered by NJ FamilyCare and **ONLY** if the following are met:

- ✓ The provider **MUST** send the member written notification in advance, stating that charges will not be covered under NJ FamilyCare; and
- ✓ The member agrees to pay for the services and signs a statement that is stored in your medical record.

Please note: Copays for NJ FamilyCare Plan C and D members are **not** considered balance billing.



Questions?

Provider Services:  Call: **1-888-453-2534**



Visit: [fideliscarenj.com/providers/medicaid.html](https://www.fideliscarenj.com/providers/medicaid.html)

1-888-453-2534 (TTY: 711)
fideliscarenj.com 

PRO_3128660E Internal Approved 05082024

©2024 WellCare Health Plans of New Jersey. All rights reserved.

3128660_NJ4PCADFLYE