

NJ – Fidelis Care - Member Frequently Asked Questions (FAQs)

The branding should be as follows:

- Fidelis Care
 - All Core Medicaid Membership
- **Note: The rebranding does not apply to FIDE SNP members in Wellcare Dual Liberty (HMO D-SNP). They will continue as is with no disruption or changes.**

Frequently Asked Questions (FAQs)

Who is Fidelis Care?

- Founded in New York in 1993, Fidelis Care provides quality, affordable coverage to New Yorkers across the state. One in every 9 NY residents is a Fidelis Care member.
- As part of the Centene family of brands, Fidelis care will now cover New Jersey residents via the rebrand of WellCare of New Jersey and all its Medicaid/NJ FamilyCare members. Things may look different, but you will still get the same great benefits with the same providers that you know and trust. The only thing changing is our name.

When will the change take place?

- You will start to see information about the rebrand in July 2023. WellCare of New Jersey will officially launch the rebrand to Fidelis Care effective August 1, 2023.

How will the change affect me?

- This is simply a change in our company's brand, not in our unwavering commitment to serving you. We remain committed to improving your health and well-being. Your coverage, benefits, and provider network will not change.

I am a Wellcare Dual Liberty (HMO D-SNP) member. Does this change affect me?

- No. You will continue to use your benefits, network, and ID card as is. This rebrand does not affect our Wellcare Dual Liberty (HMO D-SNP) members.

Will MLTSS members get separate MLTSS handbooks depending on which Program they're enrolled in? for example Medicaid MLTSS vs FIDE-SNP MLTSS.

- Our Medicaid MLTSS members will continue to receive Medicaid materials which will rebrand to Fidelis Care on August 1st.

- Our FIDE SNP MLTSS members will continue to receive both Medicaid and Medicare materials. FIDE SNP (MLTSS and Non-MLTSS) members receive a Wellcare Medicare branded Evidence of Coverage in lieu of a member handbook.

Will I receive a new ID card?

- Yes. You will receive a new rebranded ID card in July 2023.
- You will also receive a new rebranded Dental ID card.
- Wellcare Dual Liberty (HMO D-SNP) members will not receive a new ID card. They will continue to use their current ID card with no changes.

Should I dispose of my old WellCare of New Jersey ID card?

- Upon receiving your new Fidelis Care ID card in July, you should securely dispose your WellCare of New Jersey ID card.
- Wellcare Dual Liberty (HMO D-SNP) members will not receive a new ID card. They will continue to use their current ID card with no changes.

Can the WellCare of New Jersey ID card be used after July 2023 if I do not have my new card handy?

- While you may be able to continue using your WellCare of New Jersey ID card, it is not recommended.

Will my prescription drug coverage change?

- No, this does not affect your current 2023 prescription drug coverage. All 2023 benefits will remain the same.

Will I continue to see WellCare of New Jersey branded mentions of the plan? Is it the same as Fidelis Care?

- Yes, this is a possibility. Although we are always evaluating our plan mentions and communications, it is possible that there is a delay in rebranding some communications you receive from the plan and/or the state and county offices. Please be assured that any WellCare of New Jersey communications you receive will automatically be known as Fidelis Care on August 1, 2023.

Will there be more providers and pharmacies to choose from with the rebrand?

- Your provider and pharmacy network is not changing. You may continue to use the providers in our network that you know and trust.
- WellCare of New Jersey is always working to improve our provider and pharmacy network offerings. Please check our current directories and online lookup tools, call Customer Service or

your Care Manager before you schedule any appointments to confirm your provider is in-network.

Do I get access to the Fidelis Care New York network of providers and hospitals ?

- No, the New Jersey network of providers, pharmacies and hospitals is not changing. It is always best to check our current directories, online lookup tools, or call Customer Service before you schedule any appointments or select your plan for next year.

Will there be provider and pharmacy network changes? Will I have to change my doctor or pharmacy?

- Your provider and pharmacy network is not changing. You may continue to use the providers in our network that you know and trust.
- You will continue to use your current assigned primary care provider. As always, if you are unhappy with your primary provider and want to select a new provider, you can do so by calling our Customer Service number at <1-888-453-2534> (TTY: 711). Our hours are Monday through Friday, from 8 a.m. to 6 p.m.
- Networks change from time to time as providers are added or choose not to participate. We are committed to maintaining a strong network and keeping your doctors and pharmacies in network.
- It is always best to check our current directories, online lookup tools, or call Customer Service before you schedule any appointments or select your plan for next year.

Will my providers be informed of the rebrand to Fidelis Care?

- Yes. We will be notifying providers in our network of the rebrand changes as early as June 2023.

Will I automatically be put into a Fidelis Care plan, or will I have to re-enroll?

- Your enrollment into WellCare/Fidelis not affected. Things may look different, but you will still get the same great benefits with the same providers that you know and trust. The only thing changing is our name.
- Please note that the brands WellCare of New Jersey and Fidelis Care in the state of New Jersey will be known synonymously while we work to fully transition all communications and plan branding.

What if I am not happy with the change and want to switch to another Medicaid/NJ FamilyCare health plan?

- If you would like to change your NJ FamilyCare/Medicaid HMO, please call NJ FamilyCare at 1-800-701-0710 (TTY 711).

What will your new website be?

- Our new website URL will be fideliscarenj.com. On August 1, 2023, our wellcarenewjersey.com website will automatically reroute to our new page fideliscarenj.com.
 - You will still be able to connect to your Member Portal via our website.
 - You will still be able to utilize the Find a Provider tool via our website.
 - All current website information and resources will be found in our new website.