

Attachment 12 – Grievance Form
T1392; Health Benefits Coordinator (HBC) for NJ FamilyCare Managed Care Programs
Bid Solicitation 20DPP00442

Eligibility_Outcome-Ltr_14A

Appeal Rights

If you disagree with our decision to terminate/deny you and/or your family members from the NJ FamilyCare program, you may request a Grievance review. To ask for a Grievance review, please check the appropriate items, complete the blanks below, and return this letter to: NJ FamilyCare Program, Attn: Grievance Counselor, P.O. Box 8543, Trenton, NJ 08625, **within 20 days from the date of this letter.**

I want to have a Grievance review. **(Please tell us why you disagree with our decision to terminate/deny your and/or your family's NJ FamilyCare coverage, together with any information supporting your claim. Because there is no in person hearing in the Grievance review, it is very important that you provide as much written detail as possible.)**

(If you need more space, please include additional pages.)

Please provide your telephone number:

You will receive a decision regarding your Grievance within 30 days of the date we receive your Grievance review request.

Assistance

If you would like a lawyer to help you with your request for a Grievance review and you cannot pay for one, please call the Legal Services of New Jersey-Health Care Access Project at 1-888-576-5529.

Continuation of Benefits

If you are receiving NJ FamilyCare benefits and ask for a Grievance review, **within 20 days from the date of this letter**, you may continue receiving benefits until a final decision is made. Please note that if the Grievance decision is not in your favor, you may have to repay the NJ FamilyCare program for any benefits you received and to which you were not entitled.

_____ I wish to continue my NJ FamilyCare benefits. I understand that if the decision is not in my favor, I may have to repay the NJ FamilyCare program for any benefits I received and to which I was not entitled.

_____ I **do not** wish to continue my NJ FamilyCare benefits.