

# Day 30



## NJ FamilyCare Helpline

NJ FamilyCare, the state Medicaid program, has a helpline that families may call regarding questions or concerns about Medicaid. If a person has specific questions about Aged, Blind, Disabled (ABD) Medicaid, they may want to instead call their local County Board of Social Services or Medical Assistance Customer Center (MACC). The NJ FamilyCare helpline may have more limited information about ABD Medicaid enrollees and applicants. The NJ FamilyCare helpline is also utilized in speaking to a Health Benefits Coordinator when someone wants to switch their Medicaid Managed Care Organization (MCO) health plan at any time for a “good cause.” If a person switches their MCO, the new plan will generally take effect the 1st day of the following month, depending on the time of the month when you initiate the change.

NJ FamilyCare: 1-800-701-0710 (TTY: 711)  
Hours of Operation: Monday and Thursday: 8:00 A.M. – 8:00 P.M.  
Tuesday, Wednesday, Friday: 8:00 A.M. – 5:00 P.M.

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