

Enrollment in UnitedHealthcare Community Plan (United) is frozen effective November 15, 2019

Why is United's enrollment frozen?

United's new enrollment has been frozen temporarily. This is because of operational and quality issues related to program standards and contract requirements.

Does this impact me?

- If you are currently a United member and you are happy with the care and services you are receiving, this does not affect you. You may remain and renew your enrollment with United. You can continue receiving care and services through United. If you are pregnant, your baby will be enrolled with United.
- If you are currently a United member but you would like to change health plans, you may do that at any time by contacting NJ FamilyCare at 1-800-701-0710 (TTY: 1-800-701-0720).
- If you are not currently a United member, then you cannot select United as your NJ FamilyCare/Medicaid health plan. You will need to choose a different plan that is available in your county.
 - Other NJ FamilyCare/Medicaid health plans are:
 - Aetna
 - Amerigroup
 - Horizon NJ Health
 - WellCare (except Hunterdon County).
- All members have 90 days to confirm their selection after any new enrollment. If you are not satisfied with your initial choice, you may call NJ FamilyCare to change to another health plan, with the exception of United.
- Medicare enrollees may still select the UnitedHealthcare Dual Complete ONE Special Needs Plan (SNP). Members who are enrolled in United's Dual Complete One SNP, and become eligible for Managed Long Term Services and Supports (MLTSS), can be enrolled into United's MLTSS program.

How long will United's enrollment be frozen?

United is working closely with the State to make needed improvements. The State will continue to monitor United's status and will resume enrollment when identified concerns have been addressed.