

Connecting Communities & Medicaid Session #7

Sept 9, 2026



NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES

Connecting Communities and Medicaid (CCM)

- Welcome/Update (Monica F. Johnson)
- H. R. 1 Toolkit Overview (Jennifer Guzman)
- Non-citizen resident changes and updates on County activities (Gina Hamilton)
- Questions and Answers (Francisco Guzman)
- Closing (Monica F. Johnson)



Vaya Partners Merger

Vaya Health and Partners Health Management will merge Oct. 1, 2026, to create Vaya Health.

- Their focus is to ensure continuity of care for members.
- Eligibility for Medicaid and State-Funded services will not be affected by the merger.
- Individuals who currently receive services through Vaya or Partners (and remain eligible for services) will be automatically enrolled with Vaya Partners when the merger is complete.

If members have questions

- Vaya and Partners will provide merger-related information on their respective websites www.vayahealth.com/ and partnersbhm.org/.
- Member and Recipient Services are available Monday-Saturday, 7 a.m. to 6 p.m.



A photograph of two men sitting on a light-colored couch in a living room. The man on the right, with grey hair and wearing a red and black plaid shirt, is looking towards the other man. The man on the left, with dark hair and a beard, is seen from the back/side, wearing a light blue shirt. The background shows a window with light-colored curtains.

NCMEDICAID

NC Medicaid H.R. 1 Toolkit Overview



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Health Benefits

Our commitment to you

The North Carolina Department of Health and Human Services and NC Medicaid are committed to getting you the information you need to know.

We are focused on helping people who are still eligible for Medicaid or applying for Medicaid understand the new federal rules to keep or get health coverage through Medicaid.

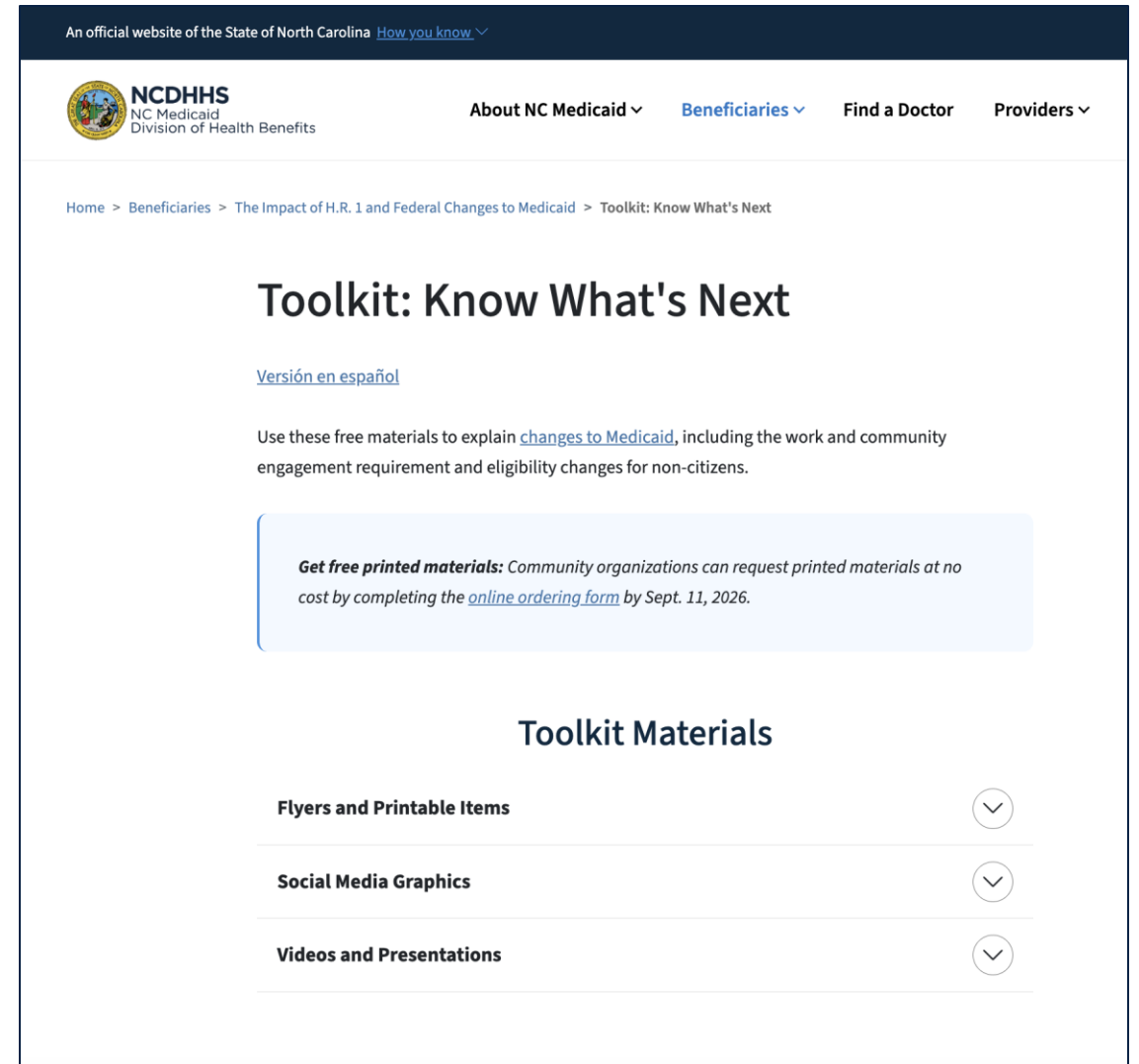
We do not have all the answers from the federal government. We will tell you what we know, and what we don't know. And we will update information when we have it.



Know What's Next Communications Toolkit

The *Know What's Next* toolkit was designed to help communities understand upcoming changes to NC Medicaid.

- Ready-to-use materials in English and Spanish
- Designed to help people understand what is changing and what they can do now
- Available at Medicaid.nc.gov/changes and Medicaid.nc.gov/cambios



The screenshot shows the NC Medicaid website. At the top, it says 'An official website of the State of North Carolina' with a 'How you know' link. The NCDHHS logo is on the left, and navigation links for 'About NC Medicaid', 'Beneficiaries', 'Find a Doctor', and 'Providers' are on the right. The breadcrumb trail reads: 'Home > Beneficiaries > The Impact of H.R. 1 and Federal Changes to Medicaid > Toolkit: Know What's Next'. The main heading is 'Toolkit: Know What's Next', followed by a link to 'Versión en español'. A paragraph explains that these materials are for explaining changes to Medicaid, including work and community engagement requirements and eligibility changes for non-citizens. A light blue box contains a note about requesting free printed materials by Sept. 11, 2026. At the bottom, there is a section titled 'Toolkit Materials' with three expandable categories: 'Flyers and Printable Items', 'Social Media Graphics', and 'Videos and Presentations', each with a downward arrow icon.

An official website of the State of North Carolina [How you know](#) ▾

 **NCDHHS**
NC Medicaid
Division of Health Benefits

About NC Medicaid ▾ [Beneficiaries](#) ▾ [Find a Doctor](#) [Providers](#) ▾

[Home](#) > [Beneficiaries](#) > [The Impact of H.R. 1 and Federal Changes to Medicaid](#) > [Toolkit: Know What's Next](#)

Toolkit: Know What's Next

[Versión en español](#)

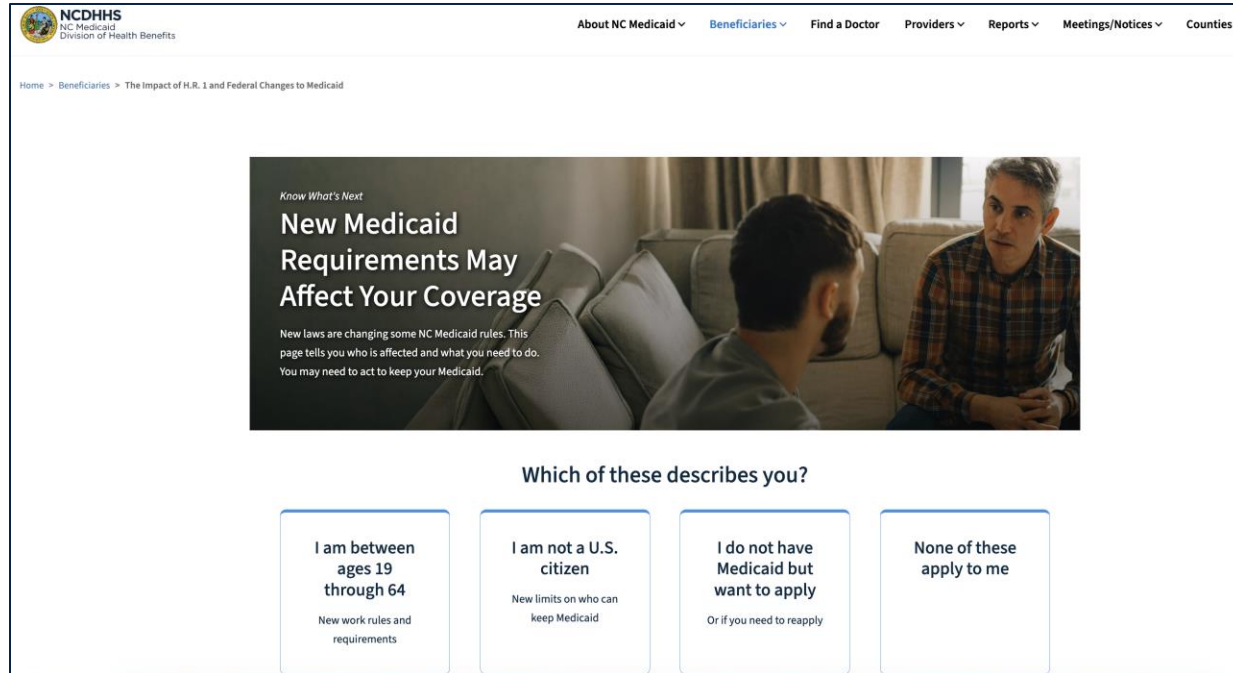
Use these free materials to explain [changes to Medicaid](#), including the work and community engagement requirement and eligibility changes for non-citizens.

Get free printed materials: Community organizations can request printed materials at no cost by completing the [online ordering form](#) by Sept. 11, 2026.

Toolkit Materials

- Flyers and Printable Items ▾
- Social Media Graphics ▾
- Videos and Presentations ▾

Know What's Next Communications Toolkit



The toolkit covers two major dates for upcoming changes to coverage:

- **Oct. 1, 2026**
 - Changes to Medicaid eligibility for some non-U.S. citizens
- **Jan. 1, 2027**
 - New work and activity requirements for many adults ages 19–64
 - Most adults with Medicaid expansion will renew every 6 months instead of once a year

How to Use the Toolkit

Materials are available in English and Spanish, and include:

- **Flyers:** More detail for people who want to understand the changes
- **Rack card:** Quick information people can pick up and take home
- **Wallet card:** Key information for one-on-one interactions
- **Social media posts:** Ready-to-share graphics and copy
- **Tele-Town Halls:** Fireside Chat & [Cafecito](#) available on YouTube

Put the toolkit where people already are:

- Post flyers in waiting rooms, community spaces and break rooms
- Display rack cards where people can easily pick them up
- Hand out wallet cards at appointments and events
- Share social posts through your organization's channels
- Talk with people about the changes and direct them to their local DSS or available community resources

NCDHHS Cafecito: Una conversación virtual en español

**NUEVAS REGLAS PARA
NCMEDICAID:**
Infórmate sobre lo que viene

Martes 25 de agosto de 6 a 7 p.m. ET

Carolina Siliceo Perez, MLAS
Gerente directiva de Estrategia,
Participación y Colaboración
Comunitaria, NCDHHS

Jennifer Platts
Especialista en
Comunicaciones
NC Medicaid

Rodrigo Medinilla
Navegador de beneficios
de NC, Charlotte Center
for Legal Advocacy

Envíanos tus preguntas durante el evento en vivo:
f t y (855) 756-7520 Ext.134949#
Se proporcionarán subtítulos de traducción en tiempo
real de acceso a las comunicaciones (CART).

Help us spread the word!

Community organizations can help people:

- Understand whether changes may affect them
- Take steps now to prepare
- Find trusted, up-to-date information
- Avoid missing important notices or deadlines

Download the toolkit: [Medicaid.nc.gov/changes](https://www.Medicaid.nc.gov/changes) in English and [Medicaid.nc.gov/cambios](https://www.Medicaid.nc.gov/cambios) in Spanish

Order materials by September 11, 2026, to receive them by late September



https://share.hsforms.com/1fkXQHtmvQ7-f_gCiX6BbCw5bzii

NC Medicaid is Changing. Know What's Next

New federal rules start on January 1, 2027.

Most adults ages 19-64 without a disability will need to work, go to school or volunteer for 80 hours each month to keep Medicaid, or earn at least \$580 per household each month. This is called the work and community engagement rule.

If you do not meet the new requirements, you may lose full Medicaid benefits.

This includes coverage to go to doctors or dentists, get prescriptions or receive mental health care.

Does this apply to me?

Some people will not have to meet the new work and community engagement rule. For example, you may not have to meet the new rules if you:

- Are a parent, guardian, caretaker relative or family caregiver for a child under age 14 or a person with a disability
- Have been determined by NC Medicaid as having a disability yourself
- Are pregnant or were pregnant in the last 12 months

There are many exceptions. If you are not sure, contact your local Department of Social Services (DSS). Find out whether the new rules apply to you at [medicaid.nc.gov/changes](https://www.Medicaid.nc.gov/changes)

What is changing?

If this rule applies to you, and you do not qualify for an exception or exclusion, starting January 1, 2027, you will need to do one of the following each month:

- Earn at least \$580 per household each month OR
- Complete 80 hours of approved activities per household

Approved activities can include:

- Working at a job or for yourself
- Doing an internship
- Being in a work training program
- Some kinds of unpaid work
- Going to school at least half-time
- Volunteering or doing community service

You can combine any of the approved activities. This means your 80 hours can be made up of work, school and volunteering.

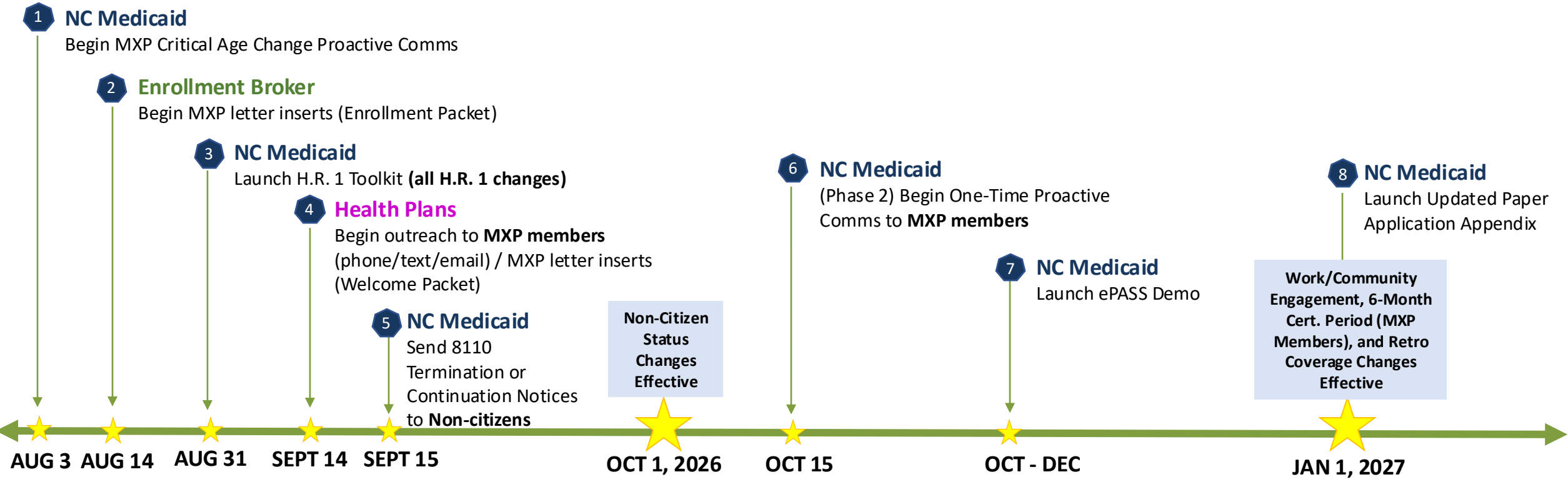
Thank you!



NC DEPARTMENT OF
**HEALTH AND
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Division of Health Benefits

Overview - H.R. 1 Beneficiary Communications Timeline

County DSS Processing/Outreach to Non-citizens (5097 Request for Information Notice & Proactive Comms)



Completed June - July

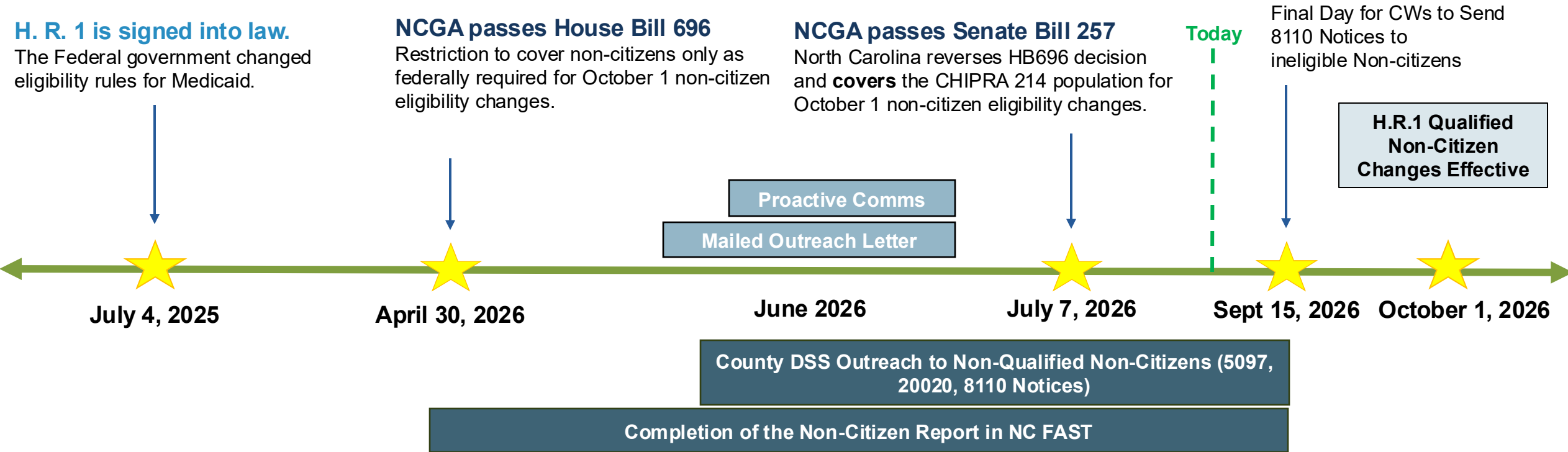
- | | |
|--|---|
| Non-Citizen <ul style="list-style-type: none">• Non-citizen Advance Outreach Notice• One-time Proactive Communications (SMS, Email, Voice calls)• Request for Information (5097s) | Medicaid Expansion <ul style="list-style-type: none">• MXP Work Requirements Advance Outreach Notice• One-time Proactive Communications (SMS, Email, Voice calls) |
|--|---|

Non-Citizen Eligibility Changes and Timeline

Under H.R.1, beginning on October 1, 2026, only the following non-citizens will remain eligible for federally-funded Medicaid coverage:

- Lawful permanent residents (LPRs), after the five-year waiting period unless exempt from the five-year waiting period
- Cuban/Haitian entrants
- Compact of Free Association (COFA) migrants
- Lawfully residing children and/or pregnant individuals under CHIPRA 214 (state option)

All other non-citizens will be eligible for emergency services.



Progress Update - H.R.1 Non-Citizen Eligibility Changes

Training and Caseworker Materials

- Counties were given policy and procedure guidance in June during the transition time leading up to October 1st.
- Training was provided to counties in July 2026, supported by the OST team and in August 2026 at the Social Services Institute (SSI).

Caseworker Processing Efforts

- These changes require a one-time county processing effort prior to October 1st for any non-citizens that are currently enrolled or who enroll after the initial outreach notice was sent in June that will become non-qualified.
- Counties have been working through impacted non-citizen individuals to review and update immigration statuses using a weekly report, first provided in April 2026.
- Caseworkers must process and send timely notice to impacted non-citizen individuals by **September 15, 2026**.
 - Almost **10K*** DSS-8110 termination notices have been sent so far.
 - There are **14K*** cases remaining with a non-qualified status, a blank status, or status listed as "eligible immigration status" that have not been sent a DSS-8110 termination notice.

** Data as of August 24, 2026*

Key Risks and Barriers - H.R.1 Non-Citizen Eligibility Changes

Timeline and Burden on County DSS

- County DSS may have issues completing timely notice for all impacted individuals on the non-citizen reports by September 15, 2026, due to a tight timeline and shifting guidance from NCGA.
- High number of cases that need to be worked outside of the typical county caseload, but ongoing issues with staffing are a risk to addressing each case.
- **Case complexities – some cases require a closer look at evidence on various pages inside NC FAST and on SAVE.**
- County DSS are working with two policies during the same time period, which may cause confusion.
- Potential increase in emergency medical services applications due to impacted non-citizens losing full coverage.

SSA Data Issues

- Encountering issues with data sources and SDX individuals are particularly complex to process because all information is managed by the SSA.
- **NC is a 1634 state and provides categorical Medicaid eligibility to all SSI recipients. Often the individuals on these cases have no citizenship status indicated at all.**
- **SSA does not make updates on their end unless they are processing a change of circumstance for the individual. Even if a caseworker were to review the citizen status and terminate as of 10/1/2026 based on new eligibility criteria, the case will reactivate when the next batch comes to our eligibility system from SSA if they have not made changes on their end.**

Q&A



H.R.1 Train the Trainer

We are identifying team members interested in participating in the **H.R. 1 Overview Train the Trainer session**.

Participants in this training will:

- Receive instruction on delivering an overview of H.R. 1
- Be expected to present this information within their community
- Be required to attend one full Train the Trainer session

Questions or comments please email
Medicaid.NCengagement@dhhs.nc.gov

If interested, complete the **H.R. 1 Train the Trainer Interest Form**



Speaker/Presenter request form

- Your request will be reviewed by the NC Medicaid Communications and Engagement team.
- Submission of a request does not guarantee staff participation. Availability will depend on staffing, event timing, requested topic, and the information available regarding Medicaid policy and implementation.
- If additional information is needed, a member of the team will contact the primary contact listed on this form.
- <https://forms.cloud.microsoft/g/1aU8hmmZSb>
- [Speaker/presenter request form](#)

Expand our Network

Feel free to invite community partners to join the workgroup! Check the chat for the survey link, which will also be included in the meeting notes.

[CCM Interest Form](#)



Additional Questions?

Contact us at:

Medicaid.NCEngagement@dhhs.nc.gov



Next Meeting

Wednesday, October 14

Medical Frailty Policy Updates

NC Medicaid understands that together, we can create meaningful impact and improve health outcomes for all Medicaid beneficiaries.

