

**Thank you for joining. The Community Partners webinar will begin shortly.**

**Gracias por unirte. El seminario web para socios comunitarios comenzará en breve.**

A copy of today's slide deck and recording will be available on our website at [medicaid.ncdhhs.gov/transformation/more-information](https://www.ncdhhs.gov/medicaid/transformation/more-information)

Una copia de la presentación y de la grabación de hoy estará disponible en nuestro sitio web

Quick tips on attending a Microsoft Teams Live Event / Consejos rápidos para asistir a un evento en vivo de Microsoft Teams

To view the webinar with captions/subtitles / Para ver el seminario web con subtítulos:

- Click the settings (gear icon) / Haga clic en el icono de configuración
- Click captions/subtitles / Haga clic en captions/subtitles



Use the Q&A feature at the top right of the screen to ask questions and provide comments, we will try to answer as many questions as possible in the Q&A session at the end of the webinar.

**NCMEDICAID**  
FOR MORE **PEOPLE**

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# More North Carolinians Can Get Covered Through Medicaid



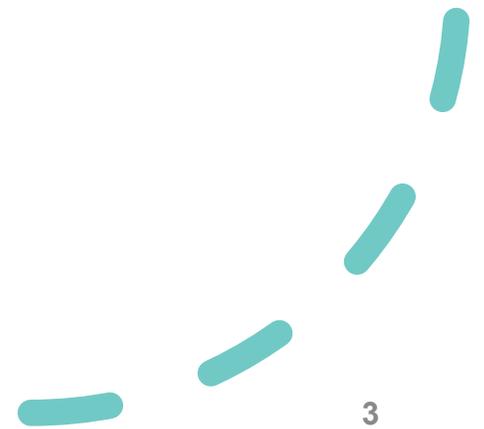
NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**





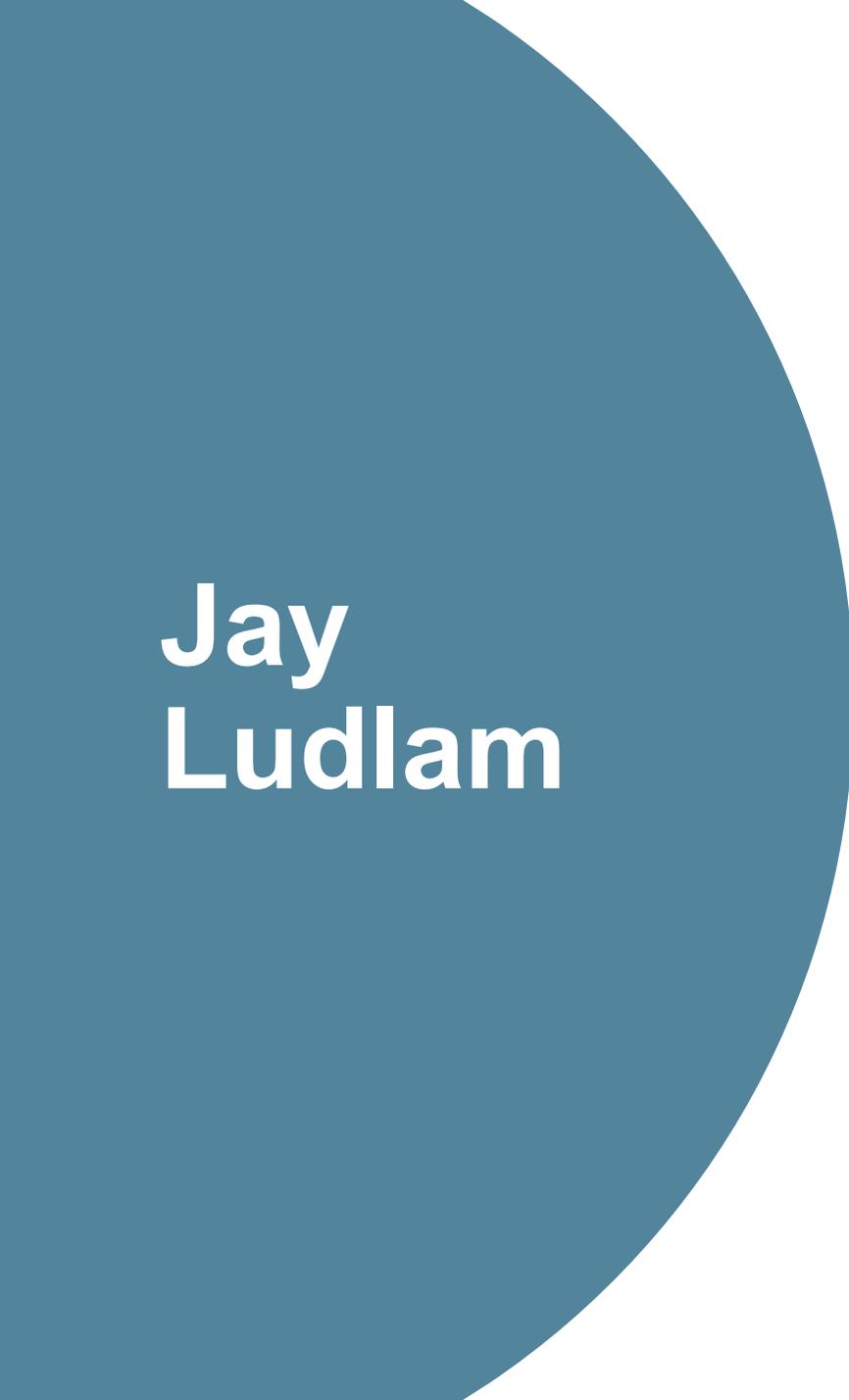
**LaQuana  
Palmer**

**Deputy Director  
Communications & Engagement  
NC Medicaid**



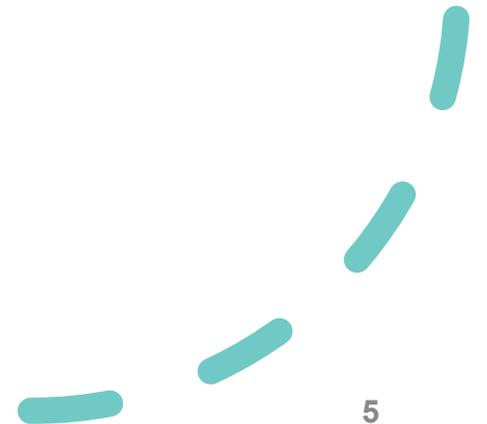
# AGENDA

- Welcome
- NC Medicaid Updates
- Medicaid Expansion
- Resources
- Questions & Answers



**Jay  
Ludlam**

**Deputy Secretary  
NC Medicaid**



# MEDICAID EXPANSION LAUNCH UPDATES

Dec. 1, 2023, marked the historic launch of Medicaid expansion in North Carolina, extending health care coverage over the next two years to more than 600,000 newly eligible North Carolinians.

As of today, more than 275,000 individuals have Medicaid health care coverage because of Medicaid expansion.

# MEDICAID EXPANSION ENROLLMENT DETAILS

More than 260,000 beneficiaries previously on the Family Planning Program (FPP) were moved to full coverage Medicaid as of Dec. 1.

- While **ALL** individuals receiving Family Planning Program benefits were evaluated for eligibility through Medicaid expansion, **ONLY** those who met the criteria for expansion (ages 19-64 with income up to 138% of the federal poverty level) received full coverage beginning Dec. 1.
- Pre-recorded phone calls, text messages, and/or emails were sent Nov. 6 to those eligible to let them know someone in their household is eligible for full Medicaid coverage and to check their mail for more information.
- Eligible beneficiaries were mailed an eligibility notice, a letter from the NC Medicaid Enrollment Broker explaining their health care options, and a Welcome Packet from their health plan (if applicable).

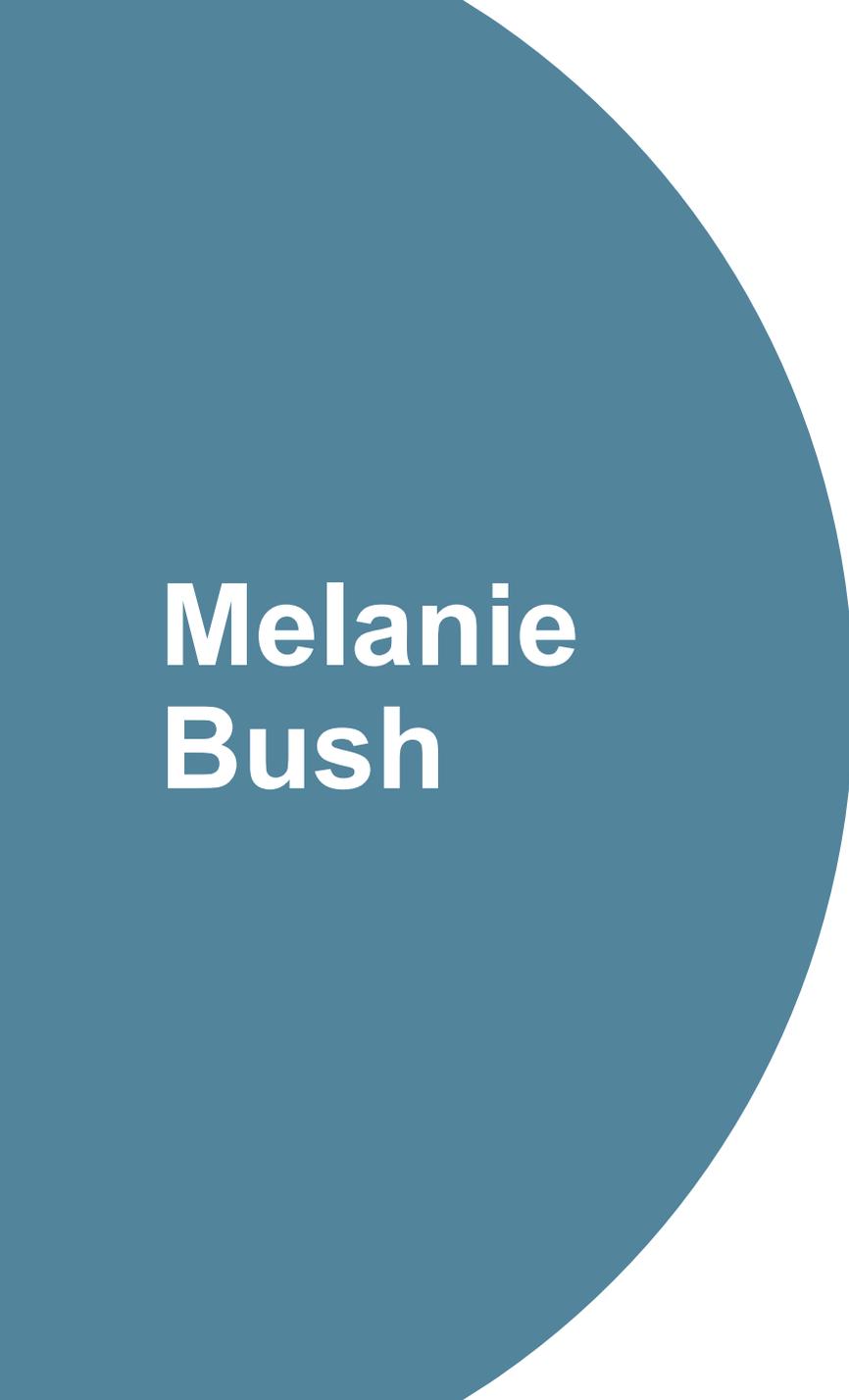
# CALL CENTERS

With the launch of expansion, we have experienced high call volumes in the NC Medicaid Enrollment Broker and NC Medicaid Ombudsman call centers.

Our partners are adding call agents and closely monitoring the situation. We are seeing improvement.

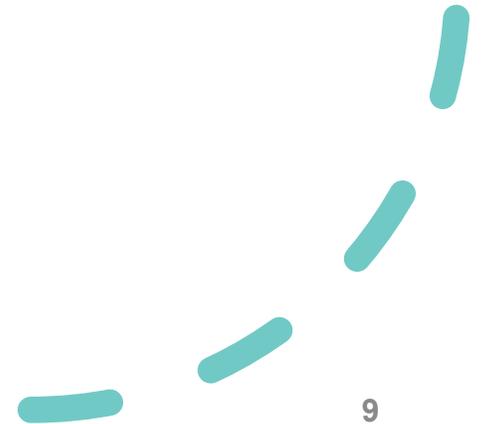
Beneficiaries have 90 days to change their health plan. If they wish to change, they should call the NC Medicaid Enrollment Broker at **1-833-870-5500** (TTY: 711 or [RelayNC.com](https://www.relaync.com))

To change their primary care provider (PCP), beneficiaries should call their health plan (use the phone number on their Medicaid ID card). PCP changes can be made through Aug. 31, 2024.



**Melanie  
Bush**

**Deputy Medicaid Director**



# AUTOMATIC RENEWALS FOR CHILDREN

NC Medicaid received approval from CMS to automatically extend Medicaid eligibility for all children under the age of 19 for 12 months without receiving recertification (renewal).

This will continue through the end of the State's continuous coverage unwinding period and ensures children's Medicaid coverage is uninterrupted as our local Departments of Social Services deal with an increase workload due to the continuous coverage unwinding and Medicaid expansion.



# More North Carolinians can get health care coverage through Medicaid.

- North Carolina is providing health care coverage to more people through Medicaid.
- Medicaid now covers people ages 19 through 64 years with higher incomes.
- You may be able to get Medicaid even if you didn't qualify before.
- Medicaid pays for doctor visits, yearly check-ups, emergency care, mental health and more – at little or no cost to you.



# Coverage through Medicaid lets you get the health care you need.

## Medicaid covers most health services, including, but not limited to:

- **primary care** so you can go to a doctor for a check-up or when you are not feeling well
- **hospital services** when you need to stay overnight (inpatient) or when you can go home the same day (outpatient)
- **maternity and postpartum care** if you are pregnant and after giving birth
- **prescription drug benefits** to pay for your medicines
- **behavioral health**
- **preventive** and wellness services
- **dental** and oral health services
- **medical-related devices** and other therapies

More on Medicaid-covered services can be found at [Medicaid.nc.gov](https://www.Medicaid.nc.gov)

# More North Carolinians are now eligible.

People **19 through 64 years old** with income up to **138% of the Federal Poverty Level**.

| Household Size | Annual Income    |
|----------------|------------------|
| Single Adult   | \$20,120 or less |
| Family of 2    | \$27,214 or less |
| Family of 3    | \$34,307 or less |
| Family of 4    | \$41,400 or less |
| Family of 5    | \$48,493 or less |
| Family of 6    | \$55,586 or less |

Children, pregnant women, older adults, people with blindness and disabilities who meet the criteria below.

| Group  | Annual Income in 2023<br>(rounded)  |
|--|---|
| Children   | 211% of Federal Poverty Level<br>1 - \$30,800<br>2 - \$41,600<br>3 - \$52,500 |
| Pregnant Women   | 196% of Federal Poverty Level<br>1 - \$28,700<br>2 - \$38,700<br>3 - \$48,700 |
| <ul style="list-style-type: none"> <li>• Older Adults over 65</li> <li>• People with blindness</li> <li>• People with disabilities</li> </ul> *Asset limits also apply | 100% of Federal Poverty Level<br>1 - \$14,600<br>2 - \$19,700                 |

# Are immigrants eligible for Medicaid?

Some non-U.S. citizens can get health coverage through Medicaid.

## To be eligible you must:

- Live in North Carolina
- Be a non-citizen with qualified immigration status. (Most people must wait five years.) Qualified immigration status includes:
  - Lawful Permanent Residents (LPR/Green Card Holder)
  - Asylees
  - Refugees
  - Cuban/Haitian entrants
  - Paroled into the U.S. for at least one year
  - Conditional entrant granted before 1980
  - Battered non-citizens, spouses, children or parents
  - Victims of trafficking and his or her spouse, child, sibling or parent or individuals with a pending application for a victim of trafficking visa
  - Granted withholding of deportation
  - Member of a federally recognized Indian tribe or American Indian born in Canada
  - Citizens of the Marshall Islands, Micronesia and Palau who are living in one of the U.S. states or territories (referred to as Compact of Free Association or COFA migrants)

Non-citizens without documents who do not qualify for full health coverage under Medicaid may be able to get coverage for emergency conditions that need to be treated in an emergency room.



# How much does Medicaid cost me?

- You do not have to pay monthly premiums.
- Medicaid pays the cost for most health care services.
- The highest copay is \$4 and is only required for some services.



# BASIC ELIGIBILITY REQUIREMENTS

## NC Medicaid may be available to people who are:

- Low-income individuals and families
- Age 65 or older
- Blind or disabled
- Infants and children under the age of 21
- Pregnant
- In need of long-term care
- Receiving Medicare

## You also must:

- Be a U.S. citizen or show proof of eligible immigration status (If you are applying for only emergency services, you are not required to provide documentation of immigration status.)
- Live in North Carolina and show proof of residency
- Have a Social Security number or show you have applied for one

## You are automatically eligible for Medicaid if you receive any of the following:

- Supplemental Security Income (SSI)
- State/County Special Assistance for the Aged or Disabled

Learn more at [Medicaid.nc.gov](https://www.Medicaid.nc.gov)

# What information do I need to apply?

It takes time to complete an application. Here is information you need to provide for each person applying:

- Full legal name
- Date of birth (for at least one person applying)
- A complete mailing address
- A signed application

**If you are not sure if you are eligible**, we suggest you apply anyway.

North Carolina uses external resources to verify the information you provide. If more information is needed, you will receive a letter in the mail from your local Department of Social Services (DSS).

Learn more at [Medicaid.nc.gov](https://www.Medicaid.nc.gov)

# What documents can be used if DSS asks for more information?

|                                 |  |
|---------------------------------|--|
| <b>North Carolina Residency</b> | <ul style="list-style-type: none"> <li>• A photo ID with your NC address listed, or</li> <li>• A utility bill, or</li> <li>• A lease or mortgage agreement, or</li> <li>• Vehicle registration, or</li> <li>• Documentation of employment, or</li> <li>• If you do not have any documentation, you can check a box in ePASS labeled “NC Residency Declaration”</li> </ul>  |
| <b>Income</b>                   | <ul style="list-style-type: none"> <li>• If you’re <b>Employed</b> - pay stubs, employer verification or your most recent tax return to show proof of your income.</li> <li>• If you’re <b>Self-Employed</b> - your most recent tax return or copies of your business records. If you don’t have that, you can fill out a <a href="#">Verification Form for Self-Employment Income and Expenses</a> form.</li> </ul> |
| <b>Date of Birth</b>            | <ul style="list-style-type: none"> <li>• A photo ID with your date of birth listed, or</li> <li>• Birth certificate</li> </ul>   |
| <b>Social Security Number</b>   | <ul style="list-style-type: none"> <li>• A copy of your Social Security card or proof you’ve applied for one, or</li> <li>• Another official document containing your name and SSN, or</li> <li>• A military ID card</li> </ul>  |
| <b>Citizenship</b>              | <ul style="list-style-type: none"> <li>• Birth Certificate, or</li> <li>• Passport</li> </ul>  |
| <b>Immigration Status</b>       | <ul style="list-style-type: none"> <li>• A copy of your VISA/immigration card</li> </ul>   |

# After I apply, how long does it take to find out if I can be covered through Medicaid?

It may take up to 45 days after you apply. Incomplete applications may take longer.

**You can help the process go faster by:**

- **Applying online at ePASS and providing all information requested.** If the application is incomplete, it may take longer to process. DSS will reach out to you if they do not have what is needed to complete your application, so be sure to respond to mail or phone calls.
- **Keeping your contact information up-to-date in ePASS, so you don't miss important information about your Medicaid benefits.**
  - **Sign up for an enhanced ePASS account.** An enhanced ePASS account allows you to keep your information updated without having to contact your local DSS.

# How to apply for Medicaid

People can enroll four ways



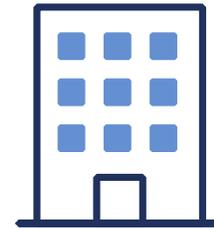
**ePASS**

[epass.nc.gov](http://epass.nc.gov)



**Paper application**

[medicaid.nc.gov/print-application](http://medicaid.nc.gov/print-application)



**In person at your  
local DSS office**

[ncdhhs.gov/localDSS](http://ncdhhs.gov/localDSS)



**Call DSS office**

[ncdhhs.gov/localDSS](http://ncdhhs.gov/localDSS)

# What happens once I'm approved?

- Most people who get health coverage through Medicaid are part of NC Medicaid Managed Care. This means you can choose the health plan that is best for you.
- All health plans offer the same base services. Some have extra services. Each has its own network of doctors and professionals.
- You can choose your health plan and your primary care doctor - your family doctor, clinic or health care provider - when you apply.
- You will receive a health care plan ID card in the mail. It will come from the health plan that you selected during the application process. If you did not select a health plan, one will be assigned to you. You have 90 days to pick a new one. You will receive a packet from the NC Medicaid Enrollment Broker that tells you how to change plans.
- Your ID card also has the name of your primary care doctor. If you did not choose one when you applied, one will be assigned to you.

Visit [Medicaid.nc.gov](https://www.Medicaid.nc.gov) to learn more

# WHAT IF I'M STILL NOT ELIGIBLE?

- You may be able to get coverage through the Federal Marketplace at [HealthCare.gov](https://www.healthcare.gov).
  - Letters will be sent to people who may now be eligible for Medicaid:
    - **Mid-December:** People who applied at the marketplace and have household incomes below 100% FPL. This group could include beneficiaries who were moved to Medicaid expansion from the Family Planning Program.
    - **Early-February 2024:** People who are currently receiving marketplace coverage and have household incomes between 100% FPL and 150% FPL.
- Open enrollment for 2024 began Nov.1, 2023, and ends Jan.16, 2024. (You can apply at other times of the year if you qualify for special enrollment such as loss of a job, change in family circumstance or loss of Medicaid coverage.)
- Households with incomes up to 400% of the federal poverty level may be eligible for help to pay for health coverage.
- If you don't have health insurance, you can get basic health care services at federally-qualified health centers, rural health clinics and free and charitable clinics. Costs vary based on income. Learn more at [ncdhhs.gov/divisions/office-rural-health/safety-net-resources](https://ncdhhs.gov/divisions/office-rural-health/safety-net-resources)

Learn more at [HealthCare.gov](https://www.healthcare.gov)

# What if I previously had limited benefits through Family Planning Medicaid?

If you had Family Planning Medicaid before Dec. 1, 2023, and met the new eligibility rules, you automatically receive full Medicaid coverage as of Dec. 1, 2023. If you were automatically enrolled, you:

- Got a letter from your local Department of Social Services letting you know you will start getting full Medicaid coverage.
- Were assigned a health plan. If you want to change it, you will have 90 days to pick a new one.
- Got a welcome packet from your health plan with a new Medicaid ID card. Your ID card also has the name of your primary care doctor. You can change the doctor that was assigned by contacting your health plan.
- If you have health coverage through HealthCare.gov, you need to cancel that plan. **Do not cancel your plan until you receive information from your new health plan through Medicaid.**

Visit [Medicaid.nc.gov](https://www.Medicaid.nc.gov) to learn more

# NCMEDICAID FOR MORE PEOPLE

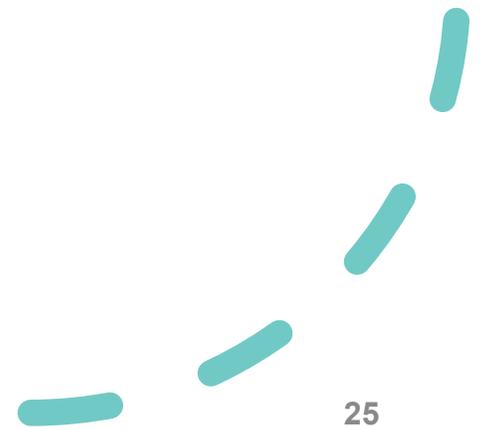
Health care is now within your reach.  
Enroll at [Medicaid.nc.gov](https://www.Medicaid.nc.gov)





**LaQuana  
Palmer**

**Deputy Director  
Communications & Engagement  
NC Medicaid**



# GET ENGAGED

## Help North Carolinians get health coverage through Medicaid.

- Go to [medicaid.ncdhhs.gov](https://www.medicaid.ncdhhs.gov) and sign up for updates about Medicaid expansion, including new resources.
- Use the Medicaid expansion toolkit to share information with your networks and communities: [medicaid.ncdhhs.gov/north-carolina-expands-Medicaid](https://www.medicaid.ncdhhs.gov/north-carolina-expands-Medicaid).
- Give presentations to help people know if they may be eligible and what to do. The Medicaid expansion toolkit includes a Medicaid Essentials deck with talking points: [medicaid.ncdhhs.gov/medicaid-essentials](https://www.medicaid.ncdhhs.gov/medicaid-essentials).

Be on the lookout for more information about Medicaid Essentials training.

# Bilingual Toolkit of Materials



## NCMEDICAID FOR MORE PEOPLE

Beginning on Dec. 1, 2023, NC Medicaid now covers people ages 19 through 64 years with higher incomes. You may be able to get health care coverage through Medicaid even if you didn't qualify before. Medicaid pays for doctor visits, yearly check-ups, emergency care, mental health and more – at little or no cost to you.

**NC Medicaid covers several health services, including:**

- primary care so you can go to a doctor for a check-up or when you are well (and you will)
- urgent services so you can go to the hospital (specialist) or when you can go home a few more days (and not need)
- mental and behavioral care if you are pregnant and after giving birth
- vision and hearing services
- prescription drug benefits to pay for your medicines
- behavioral health
- preventive and wellness services
- dental and oral health services
- medical-rehab services and other therapies

**How to apply for Medicaid:**

- ePASS
- Paper application

Learn more at: [Medicaid.nc.gov](https://www.Medicaid.nc.gov)

## NCMEDICAID PARA MÁS PERSONAS

A partir del 1 de diciembre de 2023, NC Medicaid cubrirá a las personas de 19 a 64 años que tienen ingresos más altos de lo que se permitía antes. Es posible que puedas obtener cobertura médica de Medicaid incluso si no calificaste antes.

Medicaid paga las visitas al médico, los chequeos médicos de rutina anuales, la atención de emergencia, servicios de salud mental y más, a bajo costo o sin costo para ti.

**Medicaid cubre la mayoría de los servicios de salud, incluyendo:**

- atención primaria para que vayas al médico para un chequeo de rutina o cuando no te sientas bien
- servicios hospitalarios cuando necesitas pasar la noche en el hospital (paciente hospitalizado) o cuando puedes irte a casa el mismo día (paciente ambulatorio)
- atención de maternidad y posparto si estás embarazada y después de dar a luz
- servicios de visión y audición
- beneficios para pagar tus medicamentos recetados
- salud del comportamiento
- servicios preventivos y de bienestar
- servicios de salud dental y bucal
- dispositivos médicos y otras terapias

**Cómo solicitar Medicaid:**

- ePASS
- Solicitud impresa (en papel)
- En persona, en tu oficina local del Departamento de Servicios Sociales (DSS)
- Llamando a tu oficina local del DSS

Flyers

## NCMEDICAID FOR MORE PEOPLE

### More people can now get health care coverage through Medicaid.

Starting Dec. 1, 2023, more people can now get health care coverage through Medicaid. Medicaid covers people ages 19 through 64 years with higher incomes. North Carolinians may be able to get health care insurance through Medicaid even if they haven't qualified before.

Medicaid pays for doctor visits, yearly check-ups, emergency care, mental health services and more – at little or no cost to beneficiaries.

Most people can get health care coverage through Medicaid if they meet the criteria below. If you were eligible for Medicaid prior to Dec 1, 2023, you still are. To learn more, go to [Medicaid.nc.gov](https://www.Medicaid.nc.gov)

- Live in North Carolina
- Age 19 through 64
- Are a citizen. Some non-U.S. citizens can get health care coverage through Medicaid. To learn more, go to [Medicaid.nc.gov](https://www.Medicaid.nc.gov)
- Have a household income that is below 138% of the federal poverty level. That's about \$20,000 for a single adult or about \$34,000 for a family of three.

Apply for Medicaid online at [ePASS.nc.gov](https://www.ePASS.nc.gov). They can also submit a paper application or apply in person at their local Department of Social Services (DSS). Applicants may take up to 45 days to process. Incomplete applications may take longer. To help the process go faster, people can:

- Apply online at ePASS and provide all the information requested. If the application is incomplete, it may take longer to process. DSS will need to follow up with the applicant.
- Keep contact information up-to-date in ePASS, to receive all important information about Medicaid benefits.
- Sign up for an enhanced ePASS account to keep their information updated without having to contact the local DSS office.

To learn more, visit [Medicaid.nc.gov](https://www.Medicaid.nc.gov).

## NCMEDICAID PARA MÁS PERSONAS

### Más personas pueden ahora obtener cobertura médica a través de Medicaid.

Desde el 1 de diciembre de 2023, más personas pueden obtener cobertura médica a través de Medicaid. Medicaid cubre a las personas de 19 a 64 años con ingresos más altos de lo que se permitía antes. Y si eres elegible antes, todavía lo eres. Y si eres Carolina del Norte

- Tener entre 19 y 64 años
- Ser ciudadano (algunas personas que no son ciudadanos estadounidenses también pueden obtener cobertura médica a través de Medicaid)
- Y si los ingresos de tu hogar están dentro del cuadro a continuación:

| Tamaño del hogar      | Ingreso Anual    |
|-----------------------|------------------|
| Adultos solteros      | \$20,000 o menos |
| Familia de 2 personas | \$27,214 o menos |
| Familia de 3 personas | \$34,307 o menos |
| Familia de 4 personas | \$41,400 o menos |
| Familia de 5 personas | \$48,493 o menos |
| Familia de 6 personas | \$55,586 o menos |

La mayoría de personas podrán obtener cobertura médica a través de Medicaid si cumplen con los criterios a continuación. Y si eres elegible antes, todavía lo eres.

- Vivir en Carolina del Norte
- Tener entre 19 y 64 años
- Ser ciudadano (algunas personas que no son ciudadanos estadounidenses también pueden obtener cobertura médica a través de Medicaid)
- Y si los ingresos de tu hogar están dentro del cuadro a continuación:

**Cómo solicitar Medicaid:**

- ePASS
- Solicitud impresa (en papel)
- En persona, en tu oficina local del Departamento de Servicios Sociales (DSS)
- Llamando a tu oficina local del DSS

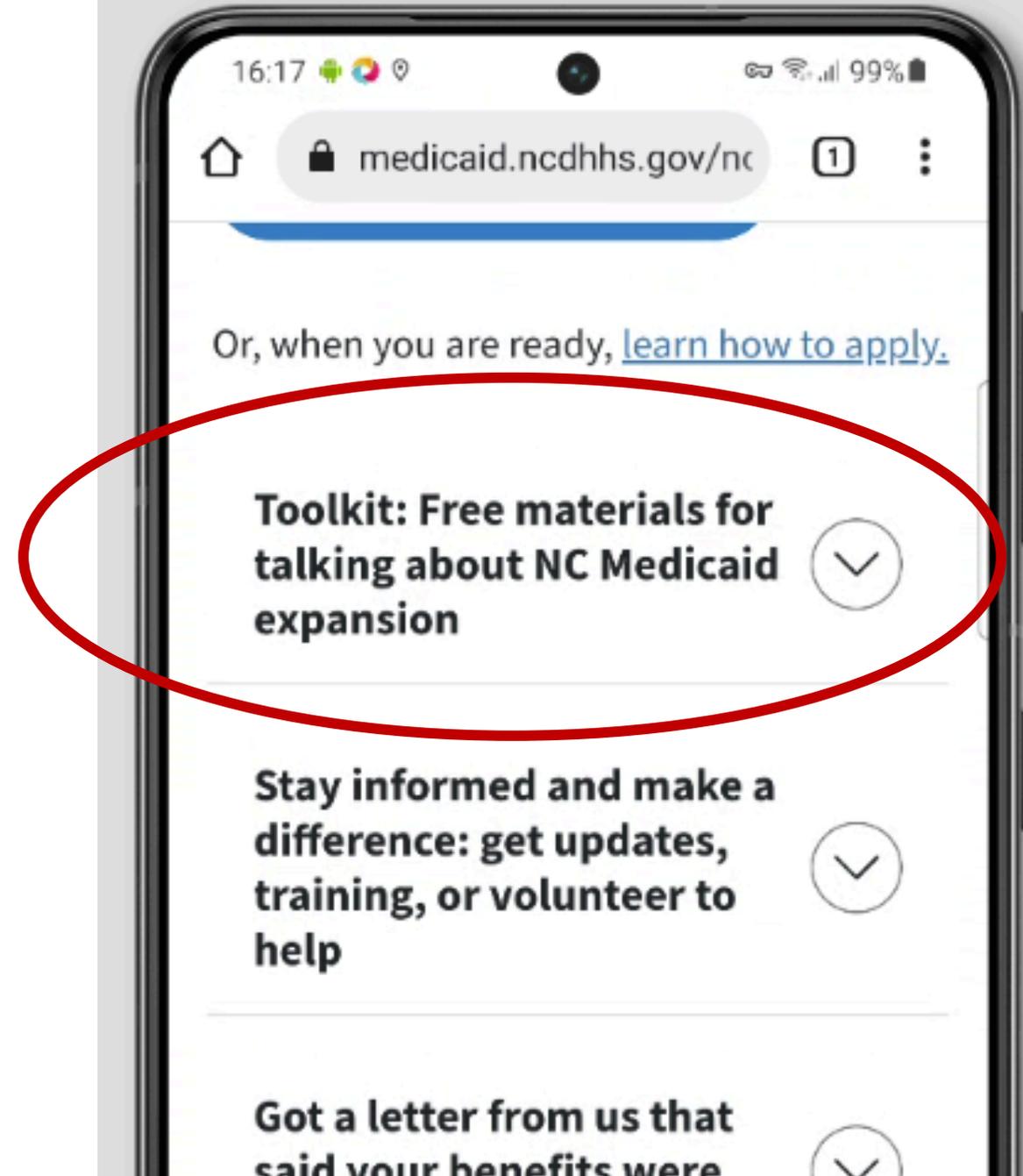
Newsletter Template

## Email Signature

Social Press Kit

# Finding the Toolkit

1. Go to [medicaid.nc.gov/expansion](https://www.medicaid.nc.gov/expansion) or [masmedicaid.nc.gov](https://www.masmedicaid.nc.gov)
2. Scroll towards the bottom, look for “Toolkit” (or “Kit de herramientas”)



# EPASS RESOURCES

- ePASS Fact Sheet [English](#) | [Spanish](#)
- [ePASS website](http://epass.nc.gov) (epass.nc.gov)
- Local DSS Directory [ncdhhs.gov/localdss](http://ncdhhs.gov/localdss)

# PROVIDER RESOURCES

- NC Medicaid Website [medicaid.ncdhhs.gov](https://www.ncdhhs.gov/medicaid)
  - Includes County and Provider Playbooks
- NC Medicaid Help Center [medicaid.ncdhhs.gov/helpcenter](https://www.ncdhhs.gov/medicaid/helpcenter)
- Regular Medicaid Bulletins  
[medicaid.ncdhhs.gov/providers/medicaid-bulletin](https://www.ncdhhs.gov/providers/medicaid-bulletin)

# Questions & Answers

A copy of today's slide deck and recording will be available on our website at [medicaid.ncdhhs.gov/transformation/more-information](https://www.ncdhhs.gov/transformation/more-information)

If we couldn't get to your question, feel free to email it to [Medicaid.NCEngagement@dhhs.nc.gov](mailto:Medicaid.NCEngagement@dhhs.nc.gov)