

NC DEPARTMENT OF
HEALTH AND HUMAN SERVICES
Division of Health Benefits

Health Care Option Guide

All health care options are required to have the same basic Medicaid services you get now. These include:

- Doctor visits
- Hospital visits
- Behavioral health care
- Prescriptions
- Eye care
- Medical supplies
- Lab tests and X-rays
- Therapies
- Hospice
- Care management

To see the full list of NC Medicaid covered services provided by the health care options, go to ncmedicaidplans.gov. Some health care options also have added services.

STANDARD PLAN	TAILORED PLAN	NC MEDICAID DIRECT	EBCI TRIBAL OPTION
A North Carolina Medicaid health plan. It offers physical health, pharmacy, care coordination and basic behavioral health services for members.	A North Carolina Medicaid health plan. It offers physical health, pharmacy, care coordination and behavioral health services. It is for members who may have a serious mental illness, severe substance use disorders, intellectual/developmental disabilities (I/DDs) or traumatic brain injuries (TBIs).	North Carolina's health care program for Medicaid beneficiaries who are not enrolled in North Carolina Medicaid Managed Care. It includes care coordination by Community Care of North Carolina (CCNC), the primary care case management entity (PCCMe). There are Local Management Entity/Managed Care Organizations (LME/MCOs) that coordinate services for a serious mental illness, severe substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI).	The primary care case management entity (PCCMe) created by the Cherokee Indian Hospital Authority (CIHA). It includes care coordination by Vaya Health for a serious mental illness, severe substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI).
Who qualifies for this option? <ul style="list-style-type: none"> ▪ Most families and children ▪ Pregnant women ▪ People who are blind or disabled and not receiving Medicare ▪ Federally recognized tribal members or others eligible for Indian Health Service (IHS) 	Who qualifies for this option? <ul style="list-style-type: none"> ▪ People who may have a serious mental illness, severe substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI) ▪ People who get Innovations Waiver services ▪ People who get Traumatic Brain Injury (TBI) Waiver services 	Who qualifies for this option? <ul style="list-style-type: none"> ▪ Children in foster care ▪ Children who get adoption assistance ▪ Children who get Community Alternatives Program for Children (CAP/C) services ▪ Federally recognized tribal members or others eligible for Indian Health Service (IHS) ▪ People in the Health Insurance Premium Payment (HIPP) program ▪ People in the Program for All-Inclusive Care for the Elderly (PACE) ▪ People who are medically needy ▪ People who get Community Alternatives Program for Disabled Adults (CAP/DA) services ▪ People who get Family Planning Medicaid only ▪ People who get Medicaid and Medicare ▪ People who may have a serious mental illness, severe substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI) 	Who qualifies for this option? <ul style="list-style-type: none"> ▪ Federally recognized tribal members or others eligible for Indian Health Service (IHS) who live in the following counties: Buncombe, Clay, Cherokee, Graham, Haywood, Henderson, Jackson, Macon, Madison, Swain, Transylvania

Questions? Go to ncmedicaidplans.gov. Or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com). We can speak with you in other languages.

You can get free auxiliary aids and services, including information in other languages or formats such as large print or audio.



008-014-000-00008

Standard Plan

To read the short list of **added services** that each Standard Plan offers, turn the page. To see the full list of **added services**, go to ncmedicaidplans.gov. Some services may only be available for members who qualify. For questions, call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com).



1-866-799-5318

TTY: 711

wellcarenc.com

7 a.m. to 6 p.m.,
Monday through Saturday

Member: SAMPLE E SAMPLE
Member ID: 9999999
Plan Name: Sample Plan
Medicaid #: 1234567
Primary Care Provider (PCP):
Sally Smith
WATSON CLINIC
1234 MAIN ST
STE 400
MOOREVILLE, NC 28588
PCP Phone: 1-555-555-1235
Rx BIN: 004336
Rx PCN: MCADADV
Rx GP: RX8775

Statewide
(all 100 counties)



1-800-349-1855

TTY: 711

[uhccommunityplan.com/
northcarolina](http://uhccommunityplan.com/northcarolina)

7 a.m. to 6 p.m.,
Monday through Saturday

UnitedHealthcare Community Plan
Health Plan (GBAR): 911-87726-04
Member ID: A999999991
Group Number: NCMMCM
Member:
NEW M ENGLISH
Payer ID: 87726
AMH/PCP Name:
DOUGLAS GETWELL
AMH/PCP Phone: (717) 851-0010
Effective Date:
3/30/2013
3/30/2013
YORK, NC 17303
Rx BIN: 610484
Rx GP: AGLINC
Rx PCN: 4949
Optum Rx
UnitedHealthcare Community Plan of North Carolina
Administered by UnitedHealthcare of North Carolina, Inc.
0501

Statewide
(all 100 counties)



1-844-594-5070

TTY: 711

healthybluenc.com

7 a.m. to 6 p.m.,
Monday through Saturday

HealthyBlue
Member Name:
Member ID:
Primary Care Provider (PCP):
PCP Telephone #: PCP Address:
Effective Date:
Date of Birth:
Rx BIN: XXXXXX
Rx PCN: XX
Rx GP: XXXX

Statewide
(all 100 counties)



1-855-375-8811

TTY: 1-866-209-6421

amerihealthcaritasnc.com

24 hours a day,
7 days a week

AmeriHealth Caritas North Carolina
Member name:
(John L Doe)
AmeriHealth Caritas North Carolina ID:
(XXXXXXXXXX)
State ID: (XXXXXXXXXXXXXXXXXX)
Primary doctor:
(PCP first name, PCP last name)
(Group name)
Postgroup address:
(Street Address)
(City, State ZIP)
PCP group phone number:
(X-XXX-XXX-XXXX)
Effective date:
(MM/DD/YYYY)

Statewide
(all 100 counties)

Please turn the page for added services ►

Questions? Go to ncmedicaidplans.gov. Or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com). We can speak with you in other languages.

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012-014-00000012

MEDICAID EB HCOG SI ENG 241120



Education

- School supplies, ages 5-18 (\$50 value)
- Free tutoring, all school subjects, ages 8-18

Prenatal

- Free doula care for high-risk pregnancies
- Baby showers and choice of stroller, playpen, car seat or diapers

Wellness

- Up to \$75 reward for completing healthy activities
- Asthma control program, with supplies up to \$1500 value
- Free 6-month WeightWatchers® (WW®)
- Free ASH Fitness gym
- Post-inpatient home-delivered meals

Youth

- Free Boy & Girl Scouts, 4H Club or Boys & Girls Club

Other

- Up to \$250 per year for rent deposits/utilities
- Rides to provider and classes

Education

- Up to \$50 in gift cards for students who qualify, \$25 for school supplies
- GED® program

Prenatal

- Baby products, breast pumps, lactation support, doula care and rewards (\$2200 value)

Wellness

- 6 months fresh produce for members who qualify (\$240 value)
- Yearly gym memberships, \$75 youth YMCA voucher

Youth

- \$75 gift card for products that support ADHD/Autism diagnosis

Other

- \$100 yearly for vitamins, massage and acupuncture
- Free virtual doctor visits by mobile app, 24/7
- Smartphone with free monthly unlimited data
- HEPA filter vacuum, hypoallergenic pillowcase/mattress covers
- 14 home-delivered meals after hospital stay

Education

- Up to \$50 per year for school supplies after completed care needs screener, only available June-September, ages 6-18
- \$25 gift card to Footlocker or Old Navy, grade 11 or 12 with a 3.5 GPA or higher
- Up to 24 hours per year virtual one-on-one tutoring, ages 6-18

Prenatal

- 2 items from catalog (ex: stroller, car seat) for pregnant members who complete 1 prenatal visit
- Free licensed doula after 1 prenatal visit, some areas
- Rides to birthing or Lamaze classes

Wellness

- 13-week WeightWatchers® (WW®) voucher
- Up to \$40 of fresh fruit and vegetables per month for 3 months
- \$75 for health and wellness visits

Youth

- Up to \$100 yearly for after school activities, after seasonal flu shot, ages 6-18

Other

- Choice of asthma kit for adults or children after wellness visit

Education

- Mission GED® provides coaches, vouchers for GED®, HiSET or TASC

Prenatal

- Free electric non-medical breast pump, milk storage bags
- Infant car seat after at least 1 prenatal visit in first trimester
- Diapers and wipes after postpartum visit between 7-84 days after delivery
- Free licensed doula, some areas

Wellness

- 6 months WeightWatchers® (WW®)
- Up to \$75 per year rewards card for food and OTC health items

Youth

- Home visits and supplies for youth with asthma
- Free yearly Boys & Girls Club membership, up to age 18

Other

- 14 home-delivered meals after hospital stay
- Extra pair of glasses, eye exam every 2 years, ages 21-64

Standard Plan

To read the short list of **added services** that each Standard Plan offers, turn the page. To see the full list of **added services**, go to ncmedicaidplans.gov. Some services may only be available for members who qualify. For questions, call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com).



1-866-799-5318

TTY: 711

wellcarenc.com

7 a.m. to 6 p.m.,
Monday through Saturday

WellCare
Beyond Healthcare. A Better You.

Member: SAMPLE S. SAMPLE
Member ID: 99999999
Plan Name: Sample Plan
Medicaid #: 1234567

Primary Care Provider (PCP):
Sally Smith
WATSON CLINIC
123 MAIN ST
STE ABC
MOORESVILLE, NC 28688
PCP Phone: 1-555-555-1235

RxBIN: 004336
RxCN: MCARDADY
RxGRP: RXB775

Statewide
(all 100 counties)



1-800-349-1855

TTY: 711

[uhccommunityplan.com/
northcarolina](http://uhccommunityplan.com/northcarolina)

7 a.m. to 6 p.m.,
Monday through Saturday

UnitedHealthcare
Community Plan

Health Plan (B0940): 911-87726-04
Member ID: A999999991
Group Number: NCMMCM
Member: NEW M ENGLISH
Payer ID: 87726

AMH/PCP Name: DOUGLAS GETWELL
AMH/PCP Phone: (717) 851-6816
\$1800 MT ROSE AVE STE B
YORK, NC 28386-0051

Optum Rx®
RxBIN: 610404
RxCN: ACJNC
RxGRP: 4949

UnitedHealthcare Community Plan of North Carolina
Administered by UnitedHealthcare of North Carolina, Inc.

Statewide
(all 100 counties)



1-844-594-5070

TTY: 711

healthybluenc.com

7 a.m. to 6 p.m.,
Monday through Saturday

HealthyBlue

Member Name: [Redacted]
Member ID: [Redacted]

Primary Care Provider (PCP):
RCP Tagline: [Redacted]
RCP Address: [Redacted]

Effective Date: [Redacted]
Date of Birth: [Redacted]

RxBIN: XXXXXX
RxCN: XX
RxGRP: XXXX

Statewide
(all 100 counties)



1-855-375-8811

TTY: 1-866-209-6421

amerihealthcaritasnc.com

24 hours a day,
7 days a week

AmeriHealth Caritas
North Carolina

Member name: [Redacted]
Member ID: [Redacted]

Primary doctor (PCP first name, PCP last name):
[Redacted]
[Redacted]

AmeriHealth Caritas North Carolina ID:
[Redacted]

RCP/Group address:
[Redacted]
[Redacted]

State ID: [Redacted]

PCP/Group phone number:
[Redacted]

Effective date:
[Redacted]

Statewide
(all 100 counties)



1-833-552-3876

TTY: 711

carolinacompletehealth.com

7 a.m. to 6 p.m.,
Monday through Saturday

carolina complete health

1701 North Graham St, Suite 101
Charlotte, NC 28206

Name/Nombre: JANE Q. SAMPLE
Member ID: XXXXXXXXXX
Date of birth/fecha de nacimiento:
MM/DD/YYYY

RxBIN: 003858
RxCN: PIA
RxGRP: 555A

Effective/efectivo a partir de: MM/DD/YYYY

AMH/PCP Name/Nombre del AMH/PCP:
XXXXXXX

AMH/PCP Address/Dirección del AMH/PCP:
XXXXXXX

AMH/PCP Phone Number/Número de teléfono del AMH/PCP:
XXXXXXX

Medicaid

**Only available
in the counties listed below**

Carolina Complete Health is only available in these counties: Alamance, Alexander, Anson, Bladen, Brunswick, Cabarrus, Caswell, Catawba, Chatham, Cleveland, Columbus, Cumberland, Durham, Franklin, Gaston, Granville, Harrett, Hoke, Iredell, Johnston, Lee, Lincoln, Mecklenburg, Montgomery, Moore, Nash, New Hanover, Orange, Pender, Person, Richmond, Robeson, Rowan, Sampson, Scotland, Stanly, Union, Vance, Wake, Warren, Wilson

Please turn the page for added services ►

Questions? Go to ncmedicaidplans.gov. Or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com). We can speak with you in other languages.

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006-005-000-00190



Education

- School supplies, ages 5-18 (\$50 value)
- Free tutoring, all school subjects, ages 8-18

Prenatal

- Free doula care for high-risk pregnancies
- Baby showers and choice of stroller, playpen, car seat or diapers

Wellness

- Up to \$75 reward for completing healthy activities
- Asthma control program, with supplies up to \$1500 value
- Free 6-month WeightWatchers® (WW®)
- Free ASH Fitness gym
- Post-inpatient home-delivered meals

Youth

- Free Boy & Girl Scouts, 4H Club or Boys & Girls Club

Other

- Up to \$250 per year for rent deposits/utilities
- Rides to provider and classes

Education

- Up to \$50 in gift cards for students who qualify, \$25 for school supplies
- GED® program

Prenatal

- Baby products, breast pumps, lactation support, doula care and rewards (\$2200 value)

Wellness

- 6 months fresh produce for members who qualify (\$240 value)
- Yearly gym memberships, \$75 youth YMCA voucher

Youth

- \$75 gift card for products that support ADHD/Autism diagnosis

Other

- \$100 yearly for vitamins, massage and acupuncture
- Free virtual doctor visits by mobile app, 24/7
- Smartphone with free monthly unlimited data
- HEPA filter vacuum, hypoallergenic pillowcase / mattress covers
- 14 home-delivered meals after hospital stay

Education

- Up to \$50 per year for school supplies after completed care needs screener, only available June-September, ages 6-18
- \$25 gift card to Footlocker or Old Navy, grade 11 or 12 with a 3.5 GPA or higher
- Up to 24 hours per year virtual one-on-one tutoring, ages 6-18

Prenatal

- 2 items from catalog (ex: stroller, car seat) for pregnant members who complete 1 prenatal visit
- Free licensed doula after 1 prenatal visit, some areas
- Rides to birthing or Lamaze classes

Wellness

- 13-week WeightWatchers® (WW®) voucher
- Up to \$40 of fresh fruit and vegetables per month for 3 months
- \$75 for health and wellness visits

Youth

- Up to \$100 yearly for after school activities, after seasonal flu shot, ages 6-18

Other

- Choice of asthma kit for adults or children after wellness visit

Education

- Mission GED® provides coaches, vouchers for GED®, HiSET or TASC

Prenatal

- Free electric non-medical breast pump, milk storage bags
- Infant car seat after at least 1 prenatal visit in first trimester
- Diapers and wipes after postpartum visit between 7-84 days after delivery
- Free licensed doula, some areas

Wellness

- 6 months WeightWatchers® (WW®)
- Up to \$75 per year rewards card for food and OTC health items

Youth

- Home visits and supplies for youth with asthma
- Free yearly Boys & Girls Club membership, up to age 18

Other

- 14 home-delivered meals after hospital stay
- Extra pair of glasses, eye exam every 2 years, ages 21-64

Education

- GED® voucher
- Free online math/reading tutoring and book club, grades K-6
- School supplies, grades Pre-K-12 (\$50 value)

Prenatal

- Up to \$150 new parent's package (car seat, breast pump or pack n play)
- Free virtual doula and breastfeeding support

Wellness

- \$75 My Health Pays® Visa Rewards Card for healthy activities
- \$120 My Healthy Balance Food® Visa Card (\$20 per month for fresh fruit and vegetables for 6 months)
- \$150 asthma support supplies (air purifier, hypoallergenic bedding, HEPA vacuum)
- WeightWatchers® (WW®) and YMCA health promotion programs

Youth

- \$150 voucher for sports, activities, afterschool programs

Other

- \$125 for glasses, contacts, ages 21+
- Cell phone with texting
- \$250 care grant to support housing, meal delivery, natural healing
- \$120 CVS Allowance for over the counter supplies such as pain medicine, baby items and first aid supplies

EBCI Tribal Option

Read the EBCI Tribal Option **added services**. Some services may only be available for members who qualify. For questions, call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com).



EBCI TRIBAL OPTION

1-800-260-9992

TTY: 711

EBCITribalOption.com

8 a.m. to 4:30 p.m.,
Monday through Friday

ANNUAL MEDICAID IDENTIFICATION CARD

LME MCO:

First and Last name
Street Address
City, State, Zip Code

EBCI TRIBAL OPTION

Recipient Signature _____
(Not valid unless signed)

USE OF THIS CARD BY ANYONE NOT LISTED ON THE CARD IS FRAUD
AND IS PUNISHABLE BY A FINE, IMPRISONMENT OR BOTH.

**Only available in the
counties listed below**

Added Services

Education

- Up to \$250 Graduate Equivalency Degree (GED®) test voucher, materials and life skills training
- Up to \$750 voucher for associate's degree tuition and materials
- Up to \$250 voucher for a computer, if accepted and enrolled full time in an institution of higher education

Prenatal

- Up to \$75 in gift cards or a breast pump (approx \$200 value) for members who attend the required prenatal appointments

Wellness

- Nutrition, cooking and exercise classes

Youth

- 1 pair of sport shoes per calendar year
- Car safety seat with education on installation and use

Other

- Cherokee language classes and supplemental learning materials
- Transportation for job training and other activities to implement person's care plan

EBCI Tribal Option is only available in these counties: Buncombe, Clay, Cherokee, Graham, Haywood, Henderson, Jackson, Macon, Madison, Swain, Transylvania

Questions? Go to ncmedicaidplans.gov. Or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com). We can speak with you in other languages.

You can get free auxiliary aids and services, including information in other languages or formats such as large print or audio.



009-014-000-0009

Tailored Plan

Read the Alliance Health **added services**. Some services may only be available for members who qualify. For questions, call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com).

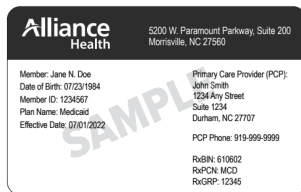


1-800-510-9132

TTY: 711 or 1-800-735-2962

alliancehealthplan.org

7 a.m. to 6 p.m.,
Monday through Saturday



**Only available in the counties
listed below**

Added Services

Education

- Enrollment fees for Graduate Equivalency Degree® (GED®) test and literacy classes

Wellness

- Enrollment fees for healthy-cooking classes for members, parents and guardians
- Quit tobacco support with trained coaches, web coaching, texts and quit aids

Youth

- Specialized camps and summer camps for health and wellness for youth under age 18

Other

- Smartphone with 350 monthly calling minutes, unlimited texts and 1 GB monthly data
- For members with asthma or respiratory illness:
 - \$150 yearly for home carpet cleaning
 - \$250 lifetime benefit for vacuum and HEPA filter replacements
 - One-time window or portable air conditioning unit benefit with doctor's order

Your Tailored Plan is based on the county that manages your Medicaid case. **Alliance Health is only available in these counties:** Cumberland, Durham, Harnett, Johnston, Mecklenburg, Orange, Wake

Questions? Go to ncmedicaidplans.gov. Or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com). We can speak with you in other languages.

You can get free auxiliary aids and services, including information in other languages or formats such as large print or audio.



010-014-00000010

Tailored Plan

Read the Partners Health Management **added services**. Some services may only be available for members who qualify. For questions, call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com).



1-888-235-4673

TTY: English: 1-800-735-2962

TTY: Spanish: 1-888-825-6570

partnersbhm.org

7 a.m. to 6 p.m.,
Monday through Saturday



**Only available in the counties
listed below**

Added Services

Wellness

- \$10 gift card for signing up for Pyx Health mobile app for ages 18+ to screen for loneliness and depression with connection to call center, referrals to crisis line and transfer to care team, if needed
- \$20 gift card for completing and submitting proof of an annual wellness visit

Other

- Cell phone and SafeLink program for free calls from providers, care managers, pharmacies and important family contacts, as funds available

Your Tailored Plan is based on the county that manages your Medicaid case. **Partners Health Management is only available in these counties:** Burke, Cabarrus, Catawba, Cleveland, Davidson, Davie, Forsyth, Gaston, Iredell, Lincoln, Rutherford, Stanly, Surry, Union, Yadkin

Questions? Go to ncmedicaidplans.gov. Or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com). We can speak with you in other languages.

You can get free auxiliary aids and services, including information in other languages or formats such as large print or audio.



007-010-000-00053

Tailored Plan

Read the Trillium Health Resources **added services**. Some services may only be available for members who qualify. For questions, call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com).



1-877-685-2415

TTY: 711

trilliumhealthresources.org

7 a.m. to 6 p.m.,
Monday through Saturday



Name: John Doe
Medicaid #: 912345678A
DOB: 11/01/1995
Effective Date: 07/01/2020
PCP Name: New Hanover Medical Center
9176 Mapleliss
Wilmington, NC 276
910-336-1908

Rx: PerformRx RuBIN: 019595 PCN: PRX10811

**Only available in the counties
listed below**

Added Services

Education

- Funds for General Educational Development® (GED®) test

Prenatal

- Baby Care Kit for new mothers who have completed a prenatal visit

Wellness

- Up to \$25 in vouchers for healthy foods for members who qualify and complete healthy lifestyle classes
- Up to \$250 yearly gym membership fees for members who qualify
- HOMES program to help members who qualify keep permanent housing
- Tailored Care Management Engagement with \$50 for completing a Care Management Comprehensive Assessment
- Up to \$500 one-time move in assistance to help with getting permanent housing

Other

- Free cell phone with one year of data plan for ages 18+
- Up to \$240 per year, per household, in transportation vouchers for members who qualify

Your Tailored Plan is based on the county that manages your Medicaid case. **Trillium Health Resources in only available in these counties:**

Anson, Beaufort, Bertie, Bladen, Brunswick, Camden, Carteret, Chowan, Columbus, Craven, Currituck, Dare, Duplin, Edgecombe, Gates, Greene, Guilford, Halifax, Hertford, Hoke, Hyde, Jones, Lee, Lenoir, Martin, Montgomery, Moore, Nash, New Hanover, Northampton, Onslow, Pamlico, Pasquotank, Pender, Perquimans, Pitt, Randolph, Richmond, Robeson, Sampson, Scotland, Tyrrell, Warren, Washington, Wayne, Wilson

Questions? Go to ncmedicaidplans.gov. Or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com). We can speak with you in other languages.

You can get free auxiliary aids and services, including information in other languages or formats such as large print or audio.



007-010-000-00033

Tailored Plan

Read the Vaya Health **added services**. Some services may only be available for members who qualify. For questions, call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com).

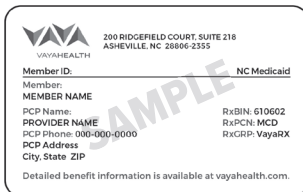


1-800-962-9003

TTY: 711

vayahealth.com

7 a.m. to 6 p.m.,
Monday through Saturday



**Only available in the counties
listed below**

Added Services

Education

- Graduate Equivalency Degree (GED®) support, including a voucher for one-on-one guidance, study materials in English or Spanish, practice tests, and an online student support group

Prenatal

- Free breast pump
- Up to 3 free lactation classes

Wellness

- \$10 gift card for getting a flu shot
- \$10 gift card for getting a COVID-19 shot
- Up to 2 free home-delivered meals per day (for up to 7 days) after a qualifying hospital stay
- 6 month voucher for the WeightWatchers® (WW®) app

Other

- \$100 yearly discount off 1 home safety or assistance product to support independent living
- Up to 12 round-trip rides yearly to meet health-related resources needs

Your Tailored Plan is based on the county that manages your Medicaid case. **Vaya Health is only available in these counties:** Alamance, Alexander, Alleghany, Ashe, Avery, Buncombe, Caldwell, Caswell, Chatham, Cherokee, Clay, Franklin, Graham, Granville, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Person, Polk, Rockingham, Rowan, Stokes, Swain, Transylvania, Vance, Watauga, Wilkes, Yancey

Questions? Go to ncmedicaidplans.gov. Or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com). We can speak with you in other languages.

You can get free auxiliary aids and services, including information in other languages or formats such as large print or audio.



010-014-00000023

NC Medicaid Direct

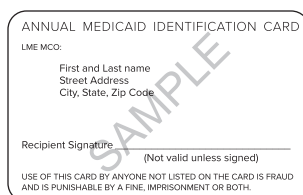
Read the NC Medicaid Direct **other services**. Some services may only be available for members who qualify. For questions, call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com).

NC Medicaid Direct

1-888-245-0179

bit.ly/NCBeneficiaryPortal

8 a.m. to 5 p.m.,
Monday through Friday



**Only available to members
who qualify**

Other Services

- Assertive community treatment
- Child and Adolescent Day Treatment
- Community support team
- Innovations waiver services
- Intermediate care facilities for individuals with intellectual disabilities (ICF/IDD)
- Intensive in-home services
- Multisystemic therapy
- Psychiatric residential treatment facilities for children under age 21
- Psychosocial rehabilitation
- Residential treatment facility services (for children and adolescents)
- Substance abuse comprehensive outpatient treatment
- Substance abuse intensive outpatient program
- Substance abuse medically monitored residential treatment
- Substance abuse non-medical community residential treatment
- Traumatic brain injury (TBI) waiver services (Available to those who live in the Alliance Behavioral Health (Alliance) service area of Cumberland, Durham, Harnett, Johnston, Mecklenburg, Orange and Wake counties)
- 1915(i) waiver home and community-based services (HCBS), including Respite, Community Living and Support, Community Transition, Supported Employment, and Individual and Transitional Support Services

The Local Management Entity/Managed Care Organizations (LME/MCOs) serve the following counties:

Alliance Health: Cumberland, Durham, Harnett, Johnston, Mecklenburg, Orange, Wake

Partners Health Management: Burke, Cabarrus, Catawba, Cleveland, Davidson, Davie, Forsyth, Gaston, Iredell, Lincoln, Rutherford, Stanly, Surry, Union, Yadkin

Trillium Health Resources: Anson, Beaufort, Bertie, Bladen, Brunswick, Camden, Carteret, Chowan, Columbus, Craven, Currituck, Dare, Duplin, Edgecombe, Gates, Greene, Guilford, Halifax, Hertford, Hoke, Hyde, Jones, Lee, Lenoir, Martin, Montgomery, Moore, Nash, New Hanover, Northampton, Onslow, Pamlico, Pasquotank, Pender, Perquimans, Pitt, Randolph, Richmond, Robeson, Sampson, Scotland, Tyrrell, Warren, Washington, Wayne, Wilson

Vaya Health: Alamance, Alexander, Alleghany, Ashe, Avery, Buncombe, Caldwell, Caswell, Chatham, Cherokee, Clay, Franklin, Graham, Granville, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Person, Polk, Rockingham, Rowan, Stokes, Swain, Transylvania, Vance, Watauga, Wilkes, Yancey

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