

Health Care Option Guide

SAMPLE

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 significant mental health needs, 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 mental health disorder, 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 mental health disorder, substance use disorder, intellectual/ developmental disability (I/DD) or traumatic brain injury (TBI). |
| Who qualifies for this option? 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? People who may have a mental health disorder, 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? 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 mental health disorder, substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI) | Who qualifies for this option? 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.

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



Statewide (all 100 counties)



1-800-349-1855

TTY: 711
uhccommunityplan.com/
northcarolina

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



Statewide (all 100 counties)



1-844-594-5070

TTY: 711 healthybluenc.com

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



Statewide (all 100 counties)



1-855-375-8811

TTY: 1-866-209-6421 amerihealthcaritasnc.com

24 hours a day, 7 days a week



Statewide (all 100 counties)

Please turn the page for added services ▶



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 dollar reward for completing healthy activities
- Asthma control program, with supplies up to \$1500 value
- Free 6-month WeightWatchers (WW®)
- Free ASH Fitness gym
- 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
- GED exam voucher and materials

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 well child visit, 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 oneon-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
- Up to \$25 each for 1st prenatal / postpartum care visit
- Rides to birthing or Lamaze classes

Wellness

- 13-week WeightWatchers (WW®) voucher
- \$75 for health and wellness visits

Youth

 Up to \$150 yearly for after school activities, ages 6-18

Other

 Choice of asthma kit for adults or children



Education

Coaches, vouchers for GED, HiSET, or TASC

Prenatal

- Free electric non-medical breast pump, milk storage bags
- In-home prenatal, well- child care visits for high-risk pregnancies

Wellness

- 6 months WeightWatchers (WW®)
- Up to \$75 per year rewards card for food and OTC health items
- Rides to & from provider visits, community services

Youth

- Home visits for youth to address 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).

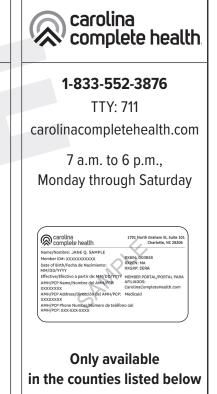












Carolina Complete Health is only available in these counties: Alamance, Alexander, Anson, Bladen, Brunswick, Cabarrus, Caswell, Catawba, Chatham, Cleveland, Columbus, Cumberland, Durham, Franklin, Gaston, Granville, Harnett, Hoke, Iredell, Johnston, Lee, Lincoln, Mecklenburg, Montgomery, Moore, Nash, 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 namedicaidplans.gov. Or call us toll free at 1-833-870-5500 (TTY: 711 or RelayNC.com). We can speak with you in other languages.



Education

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

Prenatal

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

Wellness

- Up to \$75 dollar reward for completing healthy activities
- Asthma control program, with supplies up to \$1500 value
- Free 6-month WeightWatchers (WW®)
- Free ASH Fitness gym
- 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
- GED exam voucher and materials

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

Healthy Blue

Education

- Up to \$50 per year for school supplies after well child visit, 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
- Up to \$25 each for 1st prenatal / postpartum care visit
- Rides to birthing or Lamaze classes

Wellness

- 13-week WeightWatchers (WW®) voucher
- \$75 for health and wellness visits

Youth

 Up to \$150 yearly for after school activities, ages 6-18

Other

 Choice of asthma kit for adults or children



Education

Coaches, vouchers for GED, HiSET, or TASC

Prenatal

- Free electric non-medical breast pump, milk storage bags
- In-home prenatal, wellchild care visits for highrisk pregnancies

Wellness

- 6 months WeightWatchers (WW®)
- Up to \$75 per year rewards card for food and OTC health items
- Rides to & from provider visits, community services

Youth

- Home visits for youth to address 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

- 24 hours online tutoring math & reading, grades K-6
- School supplies, grades Pre-K-12 (\$50 value)
- Digital GED exam vouchers, ages 16 and up

Prenatal

Up to \$150 new parent's package

Wellness

- My Health Pays Visa® rewards card for those who complete healthy activities
- Up to \$300 asthma support program with supplies, ages 16 and under
- WeightWatchers (WW®) weight management

Youth

 \$75 per year sports, activities voucher, ages 6-18

Other

- \$125 per year for glasses, contacts, vision items, ages 21 and up
- Cell phone with free monthly 250 minutes, calls, and texts with providers

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).

Alliance Health

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 GED 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:
 - \$100 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

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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.

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

 Mobile app for ages 18 and up to screen for loneliness and depression with connection to call center, referrals to crisis line, and transfer to care team, if needed

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

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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.

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



Only available in the counties listed below

Added Services

Education

Funds for GED

Prenatal

Up to \$100 voucher for new mothers for car seat, diapers, diaper bag and breast pump when completing high risk pregnancy visits

Wellness

- Quit tobacco program with rewards
- Up to \$50 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 get and keep permanent housing
- Wellness Rewards with \$50 for completing Care Management Comprehensive Assessment and up to \$120 for completing online health coach goals
- \$25 gift card for attending appointments one to five days after hospital or Facility Based Crisis (FBC) program stay

Other

- Free cellphone with data plan for ages 18 and up
- Up to \$30 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.

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

Reimbursement for GED exam fees

Prenatal

Support for purchase of a breast pump for pregnant members, up to \$50 value

Wellness

- \$10 gift card for getting COVID-19 and/or flu vaccine
- Up to 2 free home-delivered meals per day for up to 7 days after qualifying hospital stay
- 24-week voucher for WW® (formerly Weight Watchers)

Other

- One home safety or home help product from our catalog yearly, up to \$100 value
- Up to 12 rides yearly to get health-related resources for unmet 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.

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

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.

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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, IMPROVENCIENT OR BOTO

Only available in the counties listed below

Added Services

Education

- Up to \$250 Graduate Equivalency Degree (GED) exam voucher, materials and life skills training
- Up to \$750 voucher for Associate 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 if go to prenatal appointments

Wellness

Offers of nutrition, cooking, and exercise classes

Youth

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

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

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