

Fact Sheet

NC Medicaid Ombudsman

What is the NC Medicaid Ombudsman?

The NC Medicaid Ombudsman helps NC Medicaid beneficiaries understand Medicaid and NC Medicaid Managed Care. They can help beneficiaries when they are not able to solve problems with their provider or health plan.

HOW CAN THE MEMBER OMBUDSMAN HELP?

The Member Ombudsman can help with:

- Information and education for beneficiaries and families
- Answer questions through the NC Medicaid Ombudsman hotline and operate as an information and education access point for all Medicaid beneficiaries and their families.
- Issue Resolution

Provide a warm handoff when there is a need to transfer a beneficiary to NC Department of Health and Human Services programs, the Enrollment Broker or health plan in the process of issue resolution.
- Program Trend Monitoring

Identify program trends and issues and provide the NC Medicaid Contact Center/Help Desk with strategic solutions to assist the health plans and the Enrollment Broker in addressing potential systemic issues across the NC Medicaid Managed Care delivery system.
- Partner Engagement

Coordinate with community partners for external engagement activities. Requests will be referred to the NC Medicaid Office of Communications and Engagement for coordination.
- Experienced Staff

The NC Medicaid Contact Center is staffed by experienced professionals. Staff members go through six weeks of detailed training to make sure they are ready to support Medicaid beneficiaries through Member Ombudsman program.

To contact the NC Medicaid Ombudsman, call **1-877-201-3750** from 8 a.m. to 5 p.m., Monday through Friday except for State holidays.

