

Fact Sheet

NC Medicaid Ombudsman

What is the NC Medicaid Ombudsman?

NC Medicaid contracted with the NC Medicaid Ombudsman to provide services to Medicaid beneficiaries.

The NC Medicaid Ombudsman provides free confidential support and education about beneficiary rights and responsibilities under NC Medicaid. They offer help if beneficiaries have trouble with access to health care and connect them to resources like social services, housing resources, food assistance, legal aid and other programs.

The NC Medicaid Ombudsman makes referrals to and collaborates with other resources including state and local agencies, Medicaid partners, community-based organizations and legal service organizations.

NC MEDICAID OMBUDSMAN BENEFICIARY RESOURCES

The NC Medicaid Ombudsman provides accessible outreach to beneficiaries and their authorized representatives. They follow a “no wrong door” approach to provide information about NC Medicaid and NC Medicaid Managed Care.

- The Ombudsman website (ncmedicaidombudsman.org) offers beneficiary-focused educational information about NC Medicaid and NC Medicaid Managed Care.
- The call center is open five days a week and can accommodate after-hour calls through their messaging system. To reach the NC Medicaid Ombudsman, call **1-877-201-3750** from 8 a.m. to 5 p.m., Monday through Friday, except for State holidays.
- The NC Medicaid Ombudsman hosts outreach events and joint events with the health plans and the NC Medicaid Enrollment Broker.

WHEN SHOULD BENEFICIARIES CALL THE NC MEDICAID OMBUDSMAN?

Beneficiaries should call the NC Medicaid Ombudsman when:

- They are not getting the care they need.
- They have questions about a notice or bill they got.

