

Fact Sheet

What is ePASS?

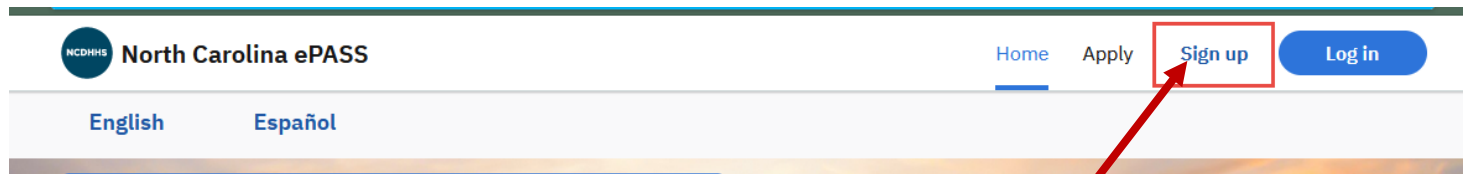
How to sign-up for an Enhanced ePASS account

Did you know you can update your address and other information for Medicaid online? Without having to call or visit your [local Department of Social Services \(DSS\)](#)?

ePASS is North Carolina's secure self-service website where you can apply for various benefits, view case details, renew your Medicaid and update your information without having to visit your local DSS. **Sign-up today for an Enhanced ePASS account!**

HOW TO CREATE AN ePASS ACCOUNT

1. To create an ePASS account, logon to epass.nc.gov from a computer or mobile device and click "Sign up" as shown in the picture below.



2. You need to create an NCID account to login to ePASS. The ePASS site will take you to "New User Registration" where you will create your NCID account and your username and password.
* **NOTE:** to create an NCID, you must have a valid (working) email address.
3. Once your NCID account is set up, use that username and password to login to ePASS and get started!

WHAT IS AN ENHANCED ePASS ACCOUNT?

An enhanced ePASS account allows you to go online and:

- Update information without having to contact your local DSS, such as changing your mailing address or completing your Medicaid renewal. It is important to make sure your mailing address is correct so you receive information from NC Medicaid.
- View your case details – not only for Medicaid, but for other programs like Food and Nutrition Services (FNS).

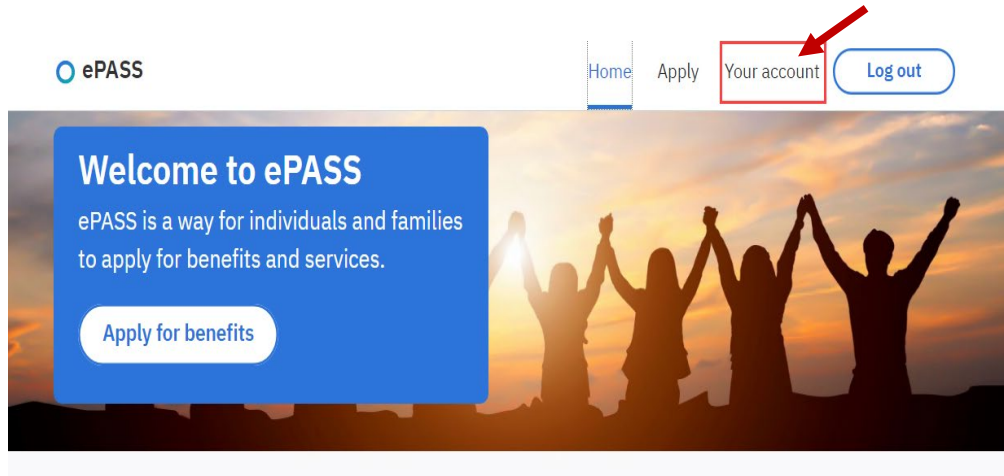
HOW TO ENHANCE YOUR ACCOUNT WHEN SIGNING UP FOR ePASS

If you are signing up for an ePASS account for the first time, you will be prompted to to enhance your account.

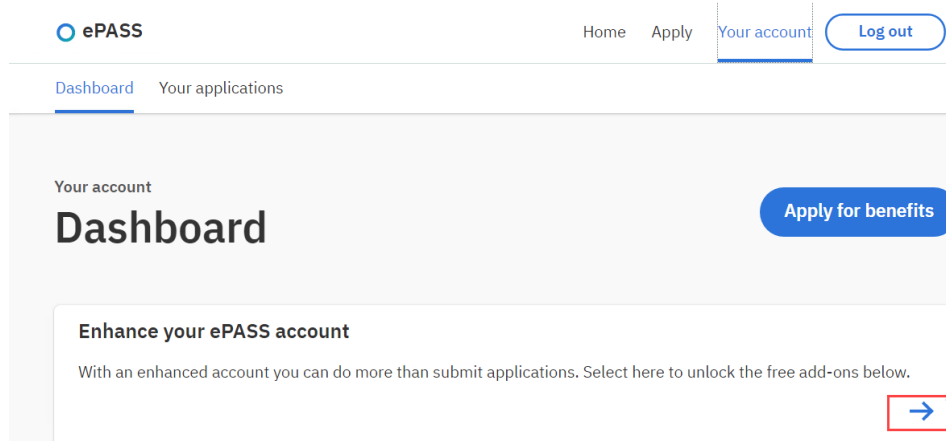
HOW TO ENHANCE YOUR EXISTING ePASS ACCOUNT

Below are the steps to enhance your current ePASS account.

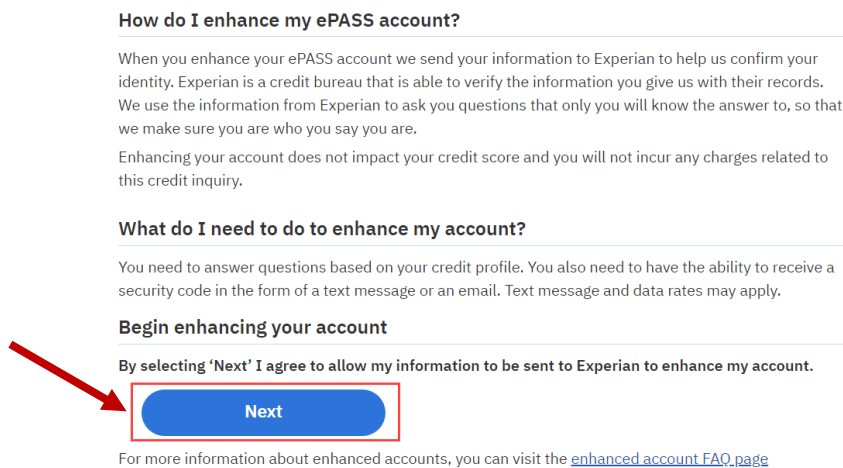
1. Go to epass.nc.gov.
2. Click on “Your account” as shown below. Login to your ePASS account.



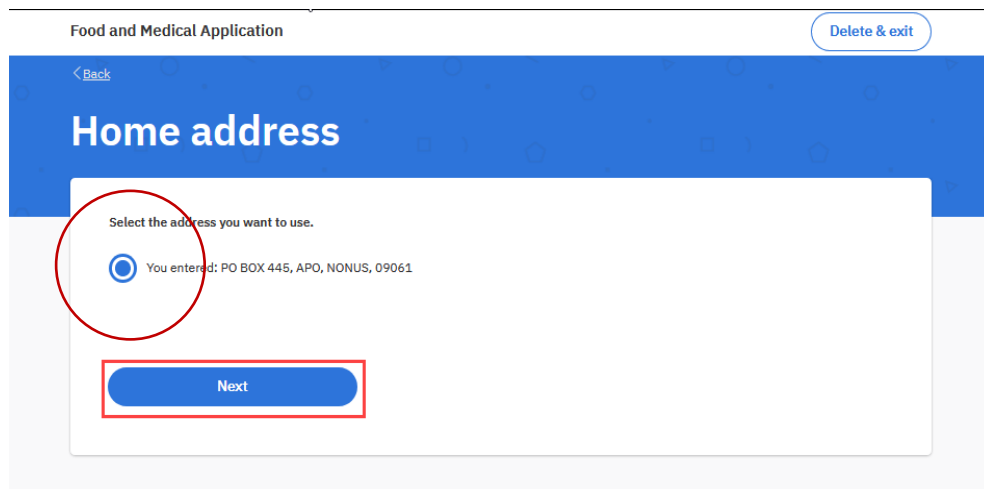
3. Under “Your account”, choose Dashboard
4. You will see “Enhance your ePASS account”. Click the blue arrow, as shown below.



5. The “How do I enhance my ePASS account?” will show. Click the blue NEXT button.

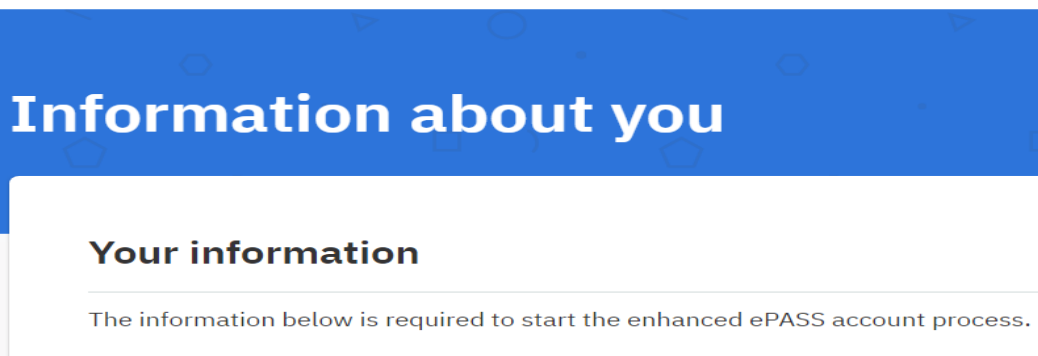


- Clicking the NEXT button will take you to the page where your home address is shown. Click the blue button next to the address you want to use.



- This will take you to the "Information about you" page. Enter the information needed, then click "Next."

Food and Medical Application

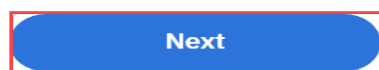


Your contact information

Phone number Required

Enter a personal landline phone number (if you have one). A mobile phone can be used, but a residential landline is preferred.

919-455-3333



- Experian will verify the information you entered. Once this is finished, you will be asked to set up a primary (main) way to get confirmation codes, also called two-factor authentication. This can be either a text or email message. Two-factor authentication helps make sure your personal information is secure and only you can view and change your information.

After you have finished setting up your first choice to get your confirmation code, you will be asked to set your second choice to receive your confirmation code.

NOTE: If you do not have a social security number, you will not be able to complete this step and will need to go to your [local DSS](#) with documents that verify your identity. After your identity is verified your DSS caseworker will be able to link your enhanced account.

FOR MORE INFORMATION

- Visit the page on [Enhanced ePASS accounts](#).
- Contact your [local DSS](#).

