

NC MEDICAID

County Playbook: NC Medicaid Managed Care Reference Guide: Medicaid Contacts for Beneficiaries



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Health Benefits

With NC Medicaid Managed Care comes the introduction of new points of contact for beneficiaries, such as the Enrollment Broker and health plans. A long-term goal of NC Medicaid is to provide a single point of contact – one number – for beneficiaries to call for assistance.

For now, please try to direct beneficiaries to the appropriate contact using the information provided in this guide. The tables below provide the various points of contact, key responsibilities and phone numbers and/or websites beneficiaries can use.

When in doubt, you can refer the beneficiary to the NC Medicaid Enrollment Broker for assistance at 1-833-870-5500 (toll-free). This guide is intended for internal use only and not meant to be used as a resource for beneficiaries.

Prior to referring beneficiaries, please consider the following:

- Changes in household situation, changes of address, pregnancies/births and general eligibility questions should be referred to the beneficiary's local Department of Social Services (DSS). A list of local DSS offices can be found online at ncdhhs.gov/localdss.
- If possible, find out if the person is already a member of a health plan. Points of contact for health plan members (people in NC Medicaid Managed Care) may differ from those for beneficiaries in NC Medicaid Direct.
 - For DSS staff, if the beneficiary does not know if they are in a health plan, check the Benefit History tab of the Person page in NC FAST to find out.

When possible, please transfer beneficiaries to the appropriate point of contact and stay on the line with them until a live agent answers. This is one way to ensure they get connected to the right person regardless of where they start.

All Medicaid and NC Health Choice Beneficiaries

Point of Contact	Key Responsibilities	Contact Information
Enrollment Broker Hours of Operation: Monday - Saturday, 7 a.m. - 5 p.m.	<ul style="list-style-type: none"> • Health plan enrollment or changes • General questions about NC Medicaid Managed Care • Technical support for website or mobile app 	Phone Number: 1-833-870-5500 TTY: 711 or RelayNC.com Website: ncmedicaidplans.gov Mobile App: NC Medicaid Managed Care
Local County DSS Hours of Operation: vary by county	<ul style="list-style-type: none"> • Eligibility questions • Change of address • Change in household situation • Change in circumstance 	Directory: ncdhhs.gov/localdss
NC Medicaid Contact Center Hours of Operation: Monday - Friday, 8 a.m. - 5 p.m.	<ul style="list-style-type: none"> • General Medicaid questions • Dental benefit questions 	Phone Number: 1-888-245-0179
NC Medicaid Ombudsman Hours of Operation: Monday - Friday, 8 a.m. - 5 p.m.	<ul style="list-style-type: none"> • General questions about NC Medicaid Managed Care • Issues with health plans or providers • Referrals to community services or organizations • Questions around rights and appeal options 	Phone Number: 1-877-201-3750 Website: ncmedicaidombudsman.org

NC Medicaid Direct Beneficiaries ONLY

Point of Contact	Key Responsibilities	Contact Information
Local County DSS Hours of Operation: vary by county	<ul style="list-style-type: none"> • Non-emergency medical transportation (NEMT) • Primary care provider (PCP) changes • Replacement Medicaid ID card 	Directory: ncdhhs.gov/localdss
NC Medicaid Contact Center Hours of Operation: Monday - Friday, 8 a.m. - 5 p.m.	<ul style="list-style-type: none"> • Claims/billing • General coverage • Prior authorizations • Primary care provider (PCP) changes 	Phone Number: 1-888-245-0179

Local LME/MCO Hours of Operation: vary by group	Support for non-life-threatening behavioral health issues	Directory: ncdhhs.gov/providers/lme-mco-directory
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Standard Plan Members ONLY

Point of Contact	Key Responsibilities	Contact Information
Standard Plan Member Services Hours of Operation: vary by health plan	<ul style="list-style-type: none"> • General coverage • Primary care provider (PCP) changes • Claims/billing • Non-emergency medical transportation (NEMT)* • Prior authorizations • Replacement Medicaid ID card <p>* NEMT trips may need to be scheduled with the health plan's transportation broker directly. If the member does not know who to call, the health plan's Member Services line can direct them to the appropriate point of contact.</p>	WellCare Phone Number: 1-866-799-5318 Website: wellcare.com/nc UnitedHealthcare Community Plan Phone Number: 1-800-349-1855 Website: uhcommunityplan.com/nc Healthy Blue Phone Number: 1-844-594-5070 Website: healthybluenc.com AmeriHealth Caritas Phone Number: 1-855-375-8811 Website: amerihealthcaritasnc.com Carolina Complete Health Phone Number: 1-833-552-3876 Website: carolinacompletehealth.com
Standard Plan Behavioral Crisis Line Hours of Operation: 24/7	Support for non-life-threatening behavioral health issues	WellCare 1-833-207-4240 UnitedHealthcare Community Plan 1-877-334-1141 Healthy Blue 1-844-594-5076 AmeriHealth Caritas 1-833-712-2262 Carolina Complete Health 1-855-798-7093
Standard Plan Nurse Line Hours of Operation: 24/7	Medical advice/support for non-emergency medical issues	WellCare 1-800-919-8807 UnitedHealthcare Community Plan 1-855-202-0992 Healthy Blue 1-844-545-1427 AmeriHealth Caritas 1-888-674-8710 Carolina Complete Health 1-833-552-3876

Tailored Plan Member ONLY

Point of Contact	Key Responsibilities	Contact Information
Tailored Plan Member Services Hours of Operation: vary by health plan	<ul style="list-style-type: none"> • General coverage • Primary care provider (PCP) changes • Claims/billing • Non-emergency medical transportation (NEMT)* • Prior authorizations • Replacement Medicaid ID card <p>* NEMT trips may need to be scheduled with the health plan's transportation broker directly. If the member does not know who to call, the health plan's Member Services line can direct them to the appropriate point of contact.</p>	Alliance Health <ul style="list-style-type: none"> • Phone Number: 1-800-510-9132 • Website: alliancehealthplan.org Eastpointe <ul style="list-style-type: none"> • Phone Number: 1-800-913-6109 • Website: eastpointe.net Partners Health Management <ul style="list-style-type: none"> • Phone Number: 1-888-235-4673 • Website: partnersbhm.org Sandhills Center <ul style="list-style-type: none"> • Phone Number: 1-800-256-2452 • Website: sandhillscenter.org Trillium Health Resources <ul style="list-style-type: none"> • Phone Number: 1-877-685-2415 • Website: trilliumhealthresources.org Vaya Health <ul style="list-style-type: none"> • Phone Number: 1-800-962-9003 • Website: vayahealth.com
Tailored Plan Behavioral Crisis Line Hours of Operation: 24/7	Support for non-life-threatening behavioral health issues	Alliance Health 1-877-223-4617 Eastpointe 1-866-218-1328 Partners Health Management 1-833-353-2093 Sandhills Center 1-833-600-2054 Trillium Health Resources 1-866-990-9763 Vaya Health 800-849-6127

Tailored Plan Nurse Line Hours of Operation: 24/7	Medical advice/support for non-emergency medical issues	Alliance Health: 1-855-759-9400 Eastpointe: 1-866-248-9512 Partners Health Management: 1-888-369-2452 Sandhills Center: 1-800-325-4141 Trillium Health Resources: 1-877-685-2415 Vaya Health: 800-290-1623
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ECBI Tribal Option Members Only

Point of Contact	Key Responsibilities	Contact Information
EBCI Tribal Option Member Services Monday - Friday, 8 a.m. - 4:30 p.m.	<ul style="list-style-type: none"> • General coverage • Medical advice/support for non-emergency medical issues 	Phone Number 1-800-260-9992 Website ebcitribaloption.com
Local LME/MCO Hours of Operation: vary by organization	Support for non-life-threatening behavioral health issues	Directory ncdhhs.gov/providers/lme-mco-directory
NC Medicaid Contact Center Hours of Operation: Monday - Friday, 8 a.m. - 5 p.m.	<ul style="list-style-type: none"> • Claims/billing • Prior authorizations • Primary care provider (PCP) changes 	Phone Number 1-888-245-0179