

# MOST PEOPLE GET MEDICAID SERVICES THROUGH A HEALTH PLAN



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

You have access to a network of providers, 24-hour Nurse Line and can see your doctor as often as you need. NC Medicaid Managed Care offers different health plan choices, including Standard Plans and Tailored Plans.

## STANDARD PLANS

- Standard Plans offer physical health, pharmacy, care management and basic behavioral health services for beneficiaries. Added services are available and different for each Standard Plan.
- Depending on where you live, you may have four or five Standard Plans to choose from.
- If you do not know which Standard Plan you are enrolled in or want to change your Standard Plan, contact us in one of these ways:
  - Go to [ncmedicaidplans.gov](https://ncmedicaidplans.gov) to login through the secure portal (chat feature available)
  - Use the NC Medicaid Managed Care mobile app
  - Call toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com)

## TAILORED PLANS

- Tailored Plans offer physical health, pharmacy, care management and enhanced behavioral health services for beneficiaries who may have a mental health disorder, substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI). Enhanced behavioral health services are not available under the Standard Plans. Added services are available and different for each Tailored Plan.
- There are six Tailored Plans, and **only one Tailored Plan serves each county**. Your Tailored Plan is based on the county that manages your Medicaid case.
- If you qualify for a Tailored Plan, you may be automatically enrolled in a Tailored Plan and receive information in the mail. If you are enrolled in a Tailored Plan, you must choose a primary care provider (PCP) and Tailored Care Management provider. If you do not choose a PCP or Tailored Care Management provider, your Tailored Plan will choose for you.
  - Contact your Tailored Plan to choose a PCP and Tailored Care Management provider.
  - For a list of providers that work with your Tailored Plan, go to [ncmedicaidplans.gov](https://ncmedicaidplans.gov). You can also call **1-833-870-5500** (TTY: 711 or RelayNC.com) to speak with someone. The call is toll free.

# IF YOU HAVE QUESTIONS

- **About your Standard Plan benefits:** Call your Standard Plan.

WellCare .....	1-866-799-5318 (TTY: 711)
UnitedHealthcare Community Plan.....	1-800-349-1855 (TTY: 711)
HealthyBlue .....	1-844-594-5070 (TTY: 711)
AmeriHealth Caritas .....	1-855-375-8811 (TTY: 1-866-209-6421)
Carolina Complete Health* .....	1-833-552-3876 (TTY: 711 or 1-800-735-2962)

- **About your Tailored Plan benefits:** Call your Tailored Plan.

Alliance Health.....	1-800-510-9132 (TTY: 711 or 1-800-735-2962)
Eastpointe.....	1-800-913-6109 (TTY: 1-888-819-5112)
Partners Health Management.....	1-888-235-4673 (TTY: 1-800-735-2962)
Sandhills Center.....	1-800-256-2452 (TTY: 711 or 1-866-518-6778)
Trillium Health Resources.....	1-877-685-2415 (TTY: 711)
Vaya Health.....	1-800-962-9003 (TTY: 711)

- **About your eligibility:** Contact your local Department of Social Services (DSS) office. A list of DSS locations can be found here: [ncdhhs.gov/localdss](https://ncdhhs.gov/localdss).

- **About your health care choices or services provided by health plans:** Go to [ncmedicaidplans.gov](https://ncmedicaidplans.gov) (chat feature available), use the NC Medicaid Managed Care mobile app or call toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com) to learn more about your choices, including the EBCI Tribal Option or NC Medicaid Direct.

- **About changing your PCP only:** Call your health plan at the number on your Medicaid ID card or in your Member Handbook.

Visit [ncmedicaidplans.gov](https://ncmedicaidplans.gov)



\*Carolina Complete Health is not a statewide health plan and limited to certain counties.