

New Medicaid Expansion Member: A New Prescription is Needed

Hello,

Congratulations on enrolling in NC Medicaid! Unfortunately, your current drug prescription was written by a doctor and/or provider who is not enrolled in NC Medicaid.

Here are some next steps you can take to receive your medication:

1. Reach out to your current doctor/provider to see if there is another NC Medicaid doctor/provider in that practice who can write you a new prescription.
 - a. If your current provider is a free clinic which can provide your medications, reach out to them to see if they can fill your prescription at the clinic.
2. Reach out to your Health Plan Member Line or the Medicaid Contact Center (the phone number is listed on the back of your Medicaid ID card) to find a doctor/provider that you can see to write you a new prescription.
3. If you have an immediate need for this medication or are experiencing a medical emergency, please visit the nearest urgent care facility or emergency department.

For more information, please call your Health Plan Member Line or the Medicaid Contact Center, the phone number is listed on the back of your Medicaid ID card.