

## Fact Sheet

# Services Carved Out of NC Medicaid Managed Care

There are some Medicaid services that are not covered by health plans (PHPs). Instead, the services are covered by NC Medicaid Direct (fee-for-service) for beneficiaries enrolled with a health plan.

Beneficiaries can get these services from any provider who takes Medicaid:

- Dental services
- Services provided by Local Education Agencies
- Services provided by Children’s Developmental Services Agencies (CDSAs) or providers contracted with CDSAs
- Services provided before Medicaid eligibility determination

Beneficiaries can get these services from a provider in the health plan’s network:

- Prescription eyeglasses provided through Medicaid Direct’s optical laboratory– this includes lenses and frame
  - A provider in the health plan’s network will fit the eyeglasses, obtain them from the Medicaid Direct optical laboratory, and dispense the eyeglasses to the beneficiary

Health plans will provide non-emergency medical transportation (NEMT) for these services.

If beneficiaries have questions or need help accessing benefits that are only available through NC Medicaid Direct, they should contact the NC Medicaid Contact Center at **888-245-0179** or their health plan (if enrolled).

