NC Medicaid Managed Care
County Playbook

Fact Sheet
ePASS Reference Guide

Introduction

This reference guide is for community partners helping people interested in applying for NC Medicaid using North Carolina's online ePASS portal. It includes commonly asked questions and information that may help when completing a Medicaid application. Please note that **anyone may apply at any time, even if they do not have all the information or documentation at the time they apply.** If more information is needed to determine someone's eligibility, they will be contacted by their local DSS. In your role as a navigator, assistor, Medicaid Ambassador, friend, family member or community partner; encourage applicants to consider the following as they complete the application:

➢ ***Answer every question as best as you can.*** It takes time to fill out the application, but answering all the questions to the best of your ability can help you access your benefits more quickly if you are eligible.

➢ ***Double (and triple!) check the information you entered is correct***. Make sure your name, date of birth (DOB), and social security number (SSN) or immigration ID number are correct. Incorrect information could delay your application, and someone will need to reach out to get the right information from you.

   o Use your legal name on your application. It should be the same as it appears on legal documents, like your social security card or ID. Do not use nicknames and do not use a married name if you haven't legally changed it.

   o If you have multiple or a double last name, enter them as one name in the "Last Name" field. For example, use "Smithlopez" instead of "Smith-Lopez".

➢ ***Give us correct contact information***. If we need information from you to process your application, a caseworker from the local DSS will contact you. It is very important to provide an accurate mailing address and other contact information, like a working phone number in your application. If you don't have an address, give us the address where you pick up your mail - this can be your local DSS office. Once we process your application, you will get a letter in the mail letting you know if you are eligible for benefits.

➢ ***Make sure we know who is applying for Medicaid on your application.*** You should answer "YES" to this question; "Do you want to apply for Medicaid Assistance?" for anyone on your application who wants to apply for Medicaid health coverage. Answer "NO" for anyone who is not applying or is already receiving Medicaid health coverage.

Frequently Asked Questions (FAQs)

I do not speak English, or I need help communicating. Where can I get help?	Free language help and other aids and services are available if you need them. To get free interpreter services, call **866-719-0141** or ask your local DSS office. After the recorded message, you will get to an operator who can get you an interpreter. If you have a disability and need communication assistance, call **866-719-0141 or TTY: 711.**
What is an NCID?	An NCID is needed to apply for Medicaid for an individual or household. If this is the first time you are applying using ePASS, create an **Individual NCID Account** for the primary applicant (you/head of household). *If you are helping someone with their application, they should create their own NCID.* A **Business NCID Account** is used by a person or organization who is allowed to apply on behalf of more than one applicant or household at the same time. Qualified Medical Provider staff are not allowed to act as an authorized representative for a Medicaid applicant.

I am having a problem with my individual NCID. Who can I call for technical help?	If you need to reset your password or unlock your account:
	1. Go to ncid.nc.gov/.
	2. Chose the link under the NCID login that you need:
	   o [Forgot Password](#)
	   o [Unlock Account](#)
	3. Enter your username and follow the directions.
	If you need help, call the NCDIT Service Desk at **800-722-3946.**

There are a lot of questions on ePASS. Do I have to answer everything?	No, but you should try to answer as many questions as you can. Look over the information you entered to make sure it is correct. Answering all or most of the questions can help you get your benefits quicker. If your local DSS needs more information from you, they will mail you a letter.
I am an immigrant. Can I still get Medicaid?	Yes. If you have legal immigration status or are a qualified non-citizen and meet other eligibility criteria, you are eligible for Medicaid. Qualified non-citizen includes: Lawful Permanent Residents (LPR/Green Card Holder); Asylees; Refugees, Cuban/Haitian entrants; Paroled into the U.S. for at least one year; Conditional entrant granted before 1980; Battered non-citizens, spouses, children or parents; Victims of trafficking and his or her spouse, child, sibling or parent or individuals with a pending application for a victim of trafficking visa; Granted withholding of deportation; Member of a federally recognized Indian tribe or American Indian born in Canada; or Citizens of the Marshall Islands Micronesia, and Palau who are living in one of the U.S. states or territories (referred to as Compact of Free Association or COFA migrants).
What if I do not have a physical address, mailing	**Physical address:** You do not need a physical address to apply for Medicaid. You must confirm you are physically here in NC and plan to live

address or email address?	here. You do not need to plan to stay permanently and do not need to have a fixed address. **Mailing address:** If you do not have a mailing address, use a location where you can pick up mail or your local DSS office. Find a DSS office near you at ncdhhs.gov/localdss. **Email address:** You must have an email address to make an NCID and use ePASS. If you are helping an applicant, you may help them create an email address or they may apply at their local DSS office, by phone or by paper application.
Who do I put on my application?	**Make sure you add these people:** • You • Your spouse (legally married) • Your children or anyone under the age of 21 in your home that you take care of • Other parent of your child(ren) • Anyone else on your tax return (dependents)
Do I have to provide my Social Security Number (SSN)?	You can apply without providing your SSN. If you have an SSN, you will be asked to give it by your local DSS if you do not include it on your application. Including your SSN on your application will avoid delays in processing. If you have applied for a SSN, you can provide documents that shows you have applied.

Let's Get Started – Apply for Medicaid in one of these ways:
- Apply online at epass.nc.gov.
- Visit or call your local Department of Social Services (DSS). Find an office near you at ncdhhs.gov/localDSS.
- Mail, email, fax or drop off a paper application to your local DSS:
  - English link: dma-5200-ia.pdf (ncdhhs.gov)
  - Spanish link: dma-5200sp.pdf (ncdhhs.gov)
- Apply online at healthcare.gov

What is ePASS? ePASS is North Carolina's self-service website where people can apply for benefits.
   Go to epass.nc.gov to start a Medicaid application.

- Watch our video on how to help someone with an application using the links below:
  - English: https://youtu.be/2O4bNI5pGkI
  - Spanish: https://youtu.be/whLNhXj7zvM
- Read our Fact Sheet on how to create an ePASS account and enhance it:
  - **What is ePASS?** English l Spanish
- If you are helping someone apply, read the guidelines at epass.nc.gov/nfLearnMore.

ONE PAGER

This chart includes information about the documents you may be asked to give to your local DSS. Remember: Anyone can apply for NC Medicaid at any time and minimal information is needed to apply.

Verifications are not required at the time you apply for NC Medicaid. Your DSS will send you a letter in the mail if more information is needed for your Medicaid application.

A complete verbal or written statement is acceptable for all verifications below except citizenship and immigration status.

The local DSS will check to make sure the information on your application is correct. If the local DSS contacts you asking for information, you can give it by:
- If you have an enhanced ePASS account, you can upload documents online at any time on the dashboard page.
- You can also mail, fax, drop off, or email additional information to your local DSS.

Type of Information	You can give…
North Carolina Residency	• Photo ID with your NC address • Utility bill (electric, gas or water bill) • Lease or mortgage agreement • Vehicle registration • Employment documentation (paystubs, W-2)
Income	**Employed:** Pay stubs, employer verification or your most recent tax return. **Self-employed:** Most recent tax return or copies of your business records. You can also fill out a Verification Form for Self-employment Income and Expenses form.
Date of Birth (DOB)	• Photo ID with DOB • Birth Certificate
Identity and/or Citizenship	• U.S. Passport • U.S. Passport ID Card • Birth Certificate • North Carolina Identification Card • North Carolina Driver License • Social Security Card (or other document with your name and social security number) • Military ID • Photo ID given to you by the federal, state or local government • School ID with photo • Immigration numbers or documents for qualified non-citizens (or USCIS#) • Certificate of Degree of Indian Blood; other U.S. American Indian/Alaskan Native or Native American tribal document

This chart does not list all the documents that may be used to verify your application. If you have questions about what you can give as proof, you can ask your local DSS.