

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 may always refer the beneficiary to the NC Medicaid Enrollment Broker for assistance: 1-833-870-5500. 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 here: 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 he or she is 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 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: dhhs.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 |
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| Local 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: dhhs.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 organization | <ul style="list-style-type: none"> • Support for non-life-threatening behavioral health issues | Directory: ncdhhs.gov/providers/lme-mco-directory |

Standard Plan Members ONLY

| Point of Contact | Key Responsibilities | Contact Information |
|---|--|---|
| <p>Standard Plan Member Services Hours of Operation: vary by health plan</p> | <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> | <ul style="list-style-type: none"> • 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 |
| <p>Standard Plan Behavioral Crisis Line Hours of Operation: 24/7</p> | <p>Support for non-life-threatening behavioral health issues</p> | <p>Phone Numbers</p> <ul style="list-style-type: none"> • 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 |
| <p>Standard Plan Nurse Line Hours of Operation: 24/7</p> | <p>Medical advice/support for non-emergency medical issues</p> | <p>Phone Numbers</p> <ul style="list-style-type: none"> • 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 Members ONLY

| Point of Contact | Key Responsibilities | Contact Information |
|---|--|---|
| <p>Tailored Plan Member Services Hours of Operation: vary by health plan</p> | <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> | <p>Alliance Health Phone Number: 1-800-510-9132 Website: alliancehealthplan.org</p> <p>Eastpointe: Phone Number: 1-800-913-6109 Website: eastpointe.net</p> <p>Partners Health Management Phone Number: 1-800-235-4673 Website: partnersbhm.org</p> <p>Sandhills Center Phone Number: 1-800-256-2452 Website: sandhillscenter.org</p> <p>Trillium Health Resources Phone Number: 1-877-685-2415 Website: trilliumhealthresources.org</p> <p>Vaya Health Phone Number: 1-800-962-9003 Website: vayahealth.com</p> |
| <p>Tailored Plan Behavioral Crisis Line Hours of Operation: 24/7</p> | <p>Support for non-life-threatening behavioral health issues</p> | <p>Phone Numbers</p> <p>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</p> |
| <p>Tailored Plan Nurse Line Hours of Operation: 24/7</p> | <p>Medical advice/support for non-emergency medical issues</p> | <p>Phone Numbers</p> <p>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</p> |

EBCI Tribal Option Members ONLY

| Point of Contact | Key Responsibilities | Contact Information |
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| 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 |
| Local 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: dhsgov/localdss |