

Fact Sheet

NC Medicaid Managed Care

What Medicaid beneficiaries need to know if enrolled in a NC Medicaid Managed Care health plan

Most NC Medicaid beneficiaries receive the same Medicaid services through NC Medicaid Managed Care. With NC Medicaid Managed Care, beneficiaries are enrolled in a health plan that provides them with their health care services.

Some beneficiaries will not enroll with a health plan and will remain in NC Medicaid Direct. You can find more information about the health plans and get answers to questions about NC Medicaid Managed Care in the [NC Medicaid Beneficiary Help Center](#) or at ncmedicaidplans.gov/learn.

Beneficiaries enrolled with a health plan will receive care through the health plan's network (group) of doctors. Your health plan will mail you a welcome packet when you move to NC Medicaid Managed Care that includes new Medicaid ID cards and Member Handbooks.

IS NC MEDICAID ELIGIBILITY CHANGING?

NC Medicaid eligibility rules are not changing. For more information on eligibility, visit the [Eligibility](#) page on the NC Medicaid Beneficiary Portal. If you have questions about your eligibility, contact your local [Department of Social Services](#) (DSS) office.

WHAT IF I HAVE QUESTIONS ABOUT MY PRIMARY CARE PROVIDER (PCP)?

If you have questions about your PCP or want to change PCPs, contact your health plan at the number on your new ID card.

HOW DO I UPDATE MY ADDRESS AND OTHER INFORMATION?

If you signed up for an Enhanced ePASS account, you can update your information online at epass.nc.gov.

Don't have an ePASS account? You can sign-up at any time. ePASS is North Carolina's secure self-service website where you can apply for benefits, view case details, renew your Medicaid and update your information online without having to call or visit your local DSS.

For more information on ePASS, including step-by-step instructions on creating an account, view the [What is ePASS](#) fact sheet.

You can also visit or call your local DSS to check your information or report changes. To find your local DSS office, go to ncdhhs.gov/localdss.

DOES MY NEW HEALTH PLAN COVER MY MEDICINES?

Your medications are still covered in NC Medicaid Managed Care. Prescription copays for all health plans will stay the same as they were in NC Medicaid Direct. If you have questions, contact your health plan.

WHAT IF I DID NOT GET MY MEDICAID ID CARD?

Your Medicaid ID will be mailed to your address. If you do not receive a Medicaid ID card from your health plan, you can call your health plan's Member Services Line. Your health plan will mail your ID card and other information to you. For a list of contact numbers for the health plans, visit ncmedicaidplans.gov/find/viewhealthplans.

HOW DO I CHANGE MY HEALTH PLAN?

If you want to change your health plan, contact the Enrollment Broker at 1-833-870-5500 (TTY: 833-870-5588) or go to ncmedicaidplans.gov.

WHAT IF I HAVE MORE QUESTIONS?

- **Check to see what health plan you are enrolled in.** You can find this in the Enrollment Packet you got in the mail or on your new Medicaid ID card. If you have questions, or did not get an Enrollment Packet, call the Enrollment Broker at 1-833-870-5500 (TTY: 711 or RelayNC.com).
- **What if my provider is not in network (group) with my plan?** Your health plan can tell you which providers are in their provider group. You can also search for a PCP on the Find page at ncmedicaidplans.gov. PCPs join health plans every day, if you do not see your PCP, keep checking.
- **Call your health plan with questions about benefits and coverage.** Use the Member Services number that is on your new Medicaid ID card. For a full list of health plan contact information, visit [Reference Guide: Medicaid Contacts for Beneficiaries](#).

Standard Plans

AmeriHealth Caritas: 1-855-375-8811

Carolina Complete Health: 1-833-552-3876

Healthy Blue: 1-844-594-5070

UnitedHealthcare Community Plan: 1-800-349-1855

WellCare: 1-866-799-5318

Local Management Entity/Managed Care Organization (LME/MCOs)

Alliance Health: 1-800-510-9132

Eastpointe: 1-800-913-6109

Partners Health Management: 1-888-235-4673

Sandhills Center: 1-800-256-2452

Trillium Health Resources: 1-877-685-2415

Vaya Health: 1-800-962-9003

Tribal Option

EBCI Tribal Option: 1-800-260-9922

- Visit the NC Medicaid Beneficiary Portal [Help Center](#).
- If you have been unable to resolve issues with your health plan, you can contact the NC Medicaid Ombudsman by calling 1-877-201-3750 or visiting their website at ncmedicaidombudsman.org.

