

# NC MEDICAID

## NC Medicaid Managed Care County Playbook

### Reference Guide: 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 NC Medicaid 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 can be found here: [ncdhhs.gov/localdss](https://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 local DSS staff, if the beneficiary does not know if they are 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 Beneficiaries

Point of Contact	Key Responsibilities	Contact Information
<b>Enrollment Broker</b> Hours of Operation: Monday - Saturday, 7 a.m. - 5 p.m.	<ul style="list-style-type: none"> <li>• Health plan enrollment or changes</li> <li>• General questions about NC Medicaid Managed Care</li> <li>• Technical support for website or mobile app</li> </ul>	<b>Phone Number:</b> 1-833-870-5500 <b>TTY:</b> 711 or <a href="https://www.relaync.com">RelayNC.com</a> <b>Website:</b> <a href="https://ncmedicaidplans.gov">ncmedicaidplans.gov</a> <b>Mobile App:</b> NC Medicaid Managed Care
<b>Local County DSS</b> Hours of Operation: vary by county	<ul style="list-style-type: none"> <li>• Eligibility questions</li> <li>• Change of address</li> <li>• Change in household situation</li> <li>• Change in circumstance</li> </ul>	<b>Directory:</b> <a href="https://ncdhhs.gov/localdss">ncdhhs.gov/localdss</a>
<b>NC Medicaid Contact Center</b> Hours of Operation: Monday - Friday, 8 a.m. - 5 p.m.	<ul style="list-style-type: none"> <li>• General Medicaid questions</li> <li>• Dental benefit questions</li> </ul>	<b>Phone Number:</b> 1-888-245-0179
<b>NC Medicaid Ombudsman</b> Hours of Operation: Monday - Friday, 8 a.m. - 5 p.m.	<ul style="list-style-type: none"> <li>• General questions about NC Medicaid Managed Care</li> <li>• Beneficiary issues with health plans or providers</li> <li>• Referrals to community services or organizations</li> <li>• Questions around rights and appeal options</li> </ul>	<b>Phone Number:</b> 1-877-201-3750 <b>Website:</b> <a href="https://ncmedicaidombudsman.org">ncmedicaidombudsman.org</a>

## NC Medicaid Direct Beneficiaries ONLY

Point of Contact	Key Responsibilities	Contact Information
<b>Local DSS</b> Hours of Operation: vary by county	<ul style="list-style-type: none"> <li>• Non-emergency medical transportation (NEMT)</li> <li>• Primary care provider (PCP) changes</li> <li>• Replacement Medicaid ID card</li> </ul>	<b>Directory:</b> <a href="https://ncdhhs.gov/localdss">ncdhhs.gov/localdss</a>
<b>NC Medicaid Contact Center</b> Hours of Operation: Monday - Friday, 8 a.m. - 5 p.m.	<ul style="list-style-type: none"> <li>• Claims/billing</li> <li>• General coverage</li> <li>• Prior authorizations</li> <li>• Primary care provider (PCP) changes</li> </ul>	<b>Phone Number:</b> 1-888-245-0179
<b>Local LME/MCO</b> Hours of Operation: vary by organization	Support for non-life-threatening behavioral health issues	<b>Directory:</b> <a href="#">LME/MCO Directory</a>

## Standard Plan Members ONLY

Point of Contact	Key Responsibilities	Contact Information
<p><b>Standard Plan Member Services</b> Hours of Operation: vary by health plan</p>	<ul style="list-style-type: none"> <li>• General coverage</li> <li>• Primary care provider (PCP) changes</li> <li>• Claims/billing</li> <li>• Non-emergency medical transportation (NEMT)*</li> <li>• Prior authorizations</li> <li>• Replacement Medicaid ID card</li> </ul> <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>WellCare</p> <ul style="list-style-type: none"> <li>• Phone Number: 1-866-799-5318</li> <li>• Website: <a href="http://wellcare.com/nc">wellcare.com/nc</a></li> </ul> <p>UnitedHealthcare Community Plan:</p> <ul style="list-style-type: none"> <li>• Phone Number: 1-800-349-1855</li> <li>• Website: <a href="http://uhcommunityplan.com/nc">uhcommunityplan.com/nc</a></li> </ul> <p>Healthy Blue</p> <ul style="list-style-type: none"> <li>• Phone Number: 1-844-594-5070</li> <li>• Website: <a href="http://healthybluenc.com">healthybluenc.com</a></li> </ul> <p>AmeriHealth Caritas</p> <ul style="list-style-type: none"> <li>• Phone Number: 1-855-375-8811</li> <li>• Website: <a href="http://amerihealthcaritasnc.com">amerihealthcaritasnc.com</a></li> </ul> <p>Carolina Complete Health</p> <ul style="list-style-type: none"> <li>• Phone Number: 1-833-552-3876</li> <li>• Website: <a href="http://carolinacompletehealth.com">carolinacompletehealth.com</a></li> </ul>
<p><b>Standard Plan Behavioral Crisis Line</b> Hours of Operation: 24/7</p>	<p>Support for non-life-threatening behavioral health issues</p>	<p><b>Phone Numbers</b></p> <p>WellCare: 1-833-207-4240</p> <p>UnitedHealthcare Community Plan: 1-877-334-1141</p> <p>Healthy Blue: 1-844-594-5076</p> <p>AmeriHealth Caritas: 1-833-712-2262</p> <p>Carolina Complete Health: 1-855-798-7093</p>
<p><b>Standard Plan Nurse Line</b> Hours of Operation: 24/7</p>	<p>Medical advice/support for non-emergency medical issues</p>	<p><b>Phone Numbers</b></p> <p>WellCare: 1-800-919-8807</p> <p>UnitedHealthcare Community Plan: 1-855-202-0992</p> <p>Healthy Blue: 1-844-545-1427</p> <p>AmeriHealth Caritas: 1-888-674-8710</p> <p>Carolina Complete Health: 1-833-552-3876</p>

## Tailored Plan Members ONLY

Point of Contact	Key Responsibilities	Contact Information
<p><b>Tailored Plan Member Services</b> Hours of Operation: vary by health plan</p>	<ul style="list-style-type: none"> <li>• General coverage</li> <li>• Primary care provider (PCP) changes</li> <li>• Claims/billing</li> <li>• Non-emergency medical transportation (NEMT)*</li> <li>• Prior authorizations</li> <li>• Replacement Medicaid ID card</li> </ul> <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</p> <ul style="list-style-type: none"> <li>• Phone Number: 1-800-510-9132</li> <li>• Website: <a href="http://alliancehealthplan.org">alliancehealthplan.org</a></li> </ul> <p>Partners Health Management</p> <ul style="list-style-type: none"> <li>• Phone Number: 1-888-235-4673</li> <li>• Website: <a href="http://partnersbhm.org">partnersbhm.org</a></li> </ul> <p>Trillium Health Resources</p> <ul style="list-style-type: none"> <li>• Phone Number: 1-877-685-2415</li> <li>• Website: <a href="http://trilliumhealthresources.org">trilliumhealthresources.org</a></li> </ul> <p>Vaya Health</p> <ul style="list-style-type: none"> <li>• Phone Number: 1-800-962-9003</li> <li>• Website: <a href="http://vayahealth.com">vayahealth.com</a></li> </ul>
<p><b>Tailored Plan Behavioral Crisis Line</b> Hours of Operation: 24/7</p>	<ul style="list-style-type: none"> <li>• Support for non-life-threatening behavioral health issues</li> </ul>	<p><b>Phone Numbers</b></p> <p>Alliance Health: 1-877-223-4617</p> <p>Partners Health Management: 1-833-353-2093</p> <p>Trillium Health Resources: 1-888-302-0738</p> <p>Vaya Health: 1-800-849-6127</p>

<b>Tailored Plan Nurse Line</b> Hours of Operation: 24/7	<ul style="list-style-type: none"> <li>• Medical advice/support for non-emergency medical issues</li> </ul>	<b>Phone Numbers</b> Alliance Health: 1-855-759-9400 Partners Health Management: 1-888-369-2452 Trillium Health Resources: 1-877-685-2415 Vaya Health: 1-800-290-1623
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<b>EBCI Tribal Option Members ONLY</b>		
<b>Point of Contact</b>	<b>Key Responsibilities</b>	<b>Contact Information</b>
<b>EBCI Tribal Option Member Services</b> Monday - Friday, 8 a.m. - 4:30 p.m.	<ul style="list-style-type: none"> <li>• General coverage</li> <li>• Medical advice/support for non-emergency medical issues</li> </ul>	<b>Phone Number:</b> 1-800-260-9992 <b>Website:</b> <a href="http://ebctribaloption.com">ebctribaloption.com</a>
<b>Local LME/MCO</b> Hours of Operation: vary by organization	<ul style="list-style-type: none"> <li>• Support for non-life-threatening behavioral health issues</li> </ul>	<b>Directory:</b> <a href="#">LME/MCO Directory</a>
<b>NC Medicaid Contact Center</b> Hours of Operation: Monday - Friday, 8 a.m. - 5 p.m.	<ul style="list-style-type: none"> <li>• Claims/billing</li> <li>• Prior authorizations</li> <li>• Primary care provider (PCP) changes</li> </ul>	<b>Phone Number:</b> 1-888-245-0179
<b>Local DSS</b> Hours of Operation: vary by county	<ul style="list-style-type: none"> <li>• Non-emergency medical transportation (NEMT)</li> <li>• Primary care provider (PCP) changes</li> <li>• Replacement Medicaid ID card</li> </ul>	<b>Directory:</b> <a href="http://ncdhhs.gov/localdss">ncdhhs.gov/localdss</a>