

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 Medicaid Transformation 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 attached tables 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 Enrollment Broker for assistance: 1-833-870-5500. This guide is intended for internal use only and not meant to be used as a handout 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 directory of all 100 local DSS offices is provided [here](#).
- 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 Prepaid Health Plan/Managed Care evidence on the Medicaid Case in NC FAST to find out. You can also find the Managed Care Status on the Benefit History tab of the Person page.

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.

For 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"> Extended hours during open enrollment: Monday - Sunday, 7 a.m. - 8 p.m. 	<ul style="list-style-type: none"> Help choosing a health plan and primary care provider (PCP) 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: 1-833-870-5588 Website: www.ncmedicaidplans.gov/ Mobile App: NC Medicaid Managed Care Mobile App
Local County 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: www.ncdhhs.gov/divisions/social-services/local-dss-directory
NC Medicaid Contact Center Hours of Operation: Monday - Friday, 8 a.m. - 5 p.m.	<ul style="list-style-type: none"> General Medicaid inquiries Dental benefit inquiries 	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"> Information and education on NC Medicaid Direct and NC Medicaid Managed Care General questions about rights and appeal options Health plan or provider issue resolution Referrals to community services or organizations 	Phone Number: 1-877-201-3750 Website: ncmedicaidombudsman.org

For NC Medicaid Direct (fee-for-service) Beneficiaries ONLY:

Point of Contact	Key Responsibilities	Contact Information
Local County DSS Hours of Operation: vary by county	<ul style="list-style-type: none"> Non-Emergency Medical Transportation (NEMT) Updating a primary care provider (PCP) Replacement Medicaid ID card 	Directory: www.ncdhhs.gov/divisions/social-services/local-dss-directory
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 Medicare Part B buy-in Updating a primary care provider (PCP) 	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: www.ncdhhs.gov/providers/lme-mco-directory

For Prepaid Health Plan (NC Medicaid Managed Care) Members ONLY:

Point of Contact	Key Responsibilities	Contact Information
<p>Enrollment Broker Hours of Operation: Monday - Saturday, 7 a.m. - 5 p.m.</p> <ul style="list-style-type: none"> Extended hours during open enrollment: Monday - Sunday, 7 a.m. - 8 p.m. 	<ul style="list-style-type: none"> Health plan changes (if beneficiary wants to switch plans) 	<p>Phone Number: 1-833-870-5500 TTY: 1-833-870-5588 Website: www.ncmedicaidplans.gov/ Mobile App: NC Medicaid Managed Care Mobile App</p>
<p>Prepaid Health Plan Member Services Hours of Operation: vary by health plan</p>	<ul style="list-style-type: none"> General coverage Updating a primary care provider (PCP) Claims/billing Non-Emergency Medical Transportation (NEMT)* Prior authorizations Replacement Medicaid ID card <p>*NEMT trips may need to be scheduled with the PHP's transportation broker directly. If the member does not know who to call, the PHP Member Services line can direct them to the appropriate point of contact. Starting June 1, 2021, members can contact their PHP for trips taking place on or after July 1, 2021.</p>	<p>WellCare:</p> <ul style="list-style-type: none"> Phone Number: 1-866-799-5318 Website: www.wellcare.com/nc <p>UnitedHealthcare:</p> <ul style="list-style-type: none"> Phone Number: 1-800-349-1855 Website: www.uhccommunityplan.com/nc <p>HealthyBlue:</p> <ul style="list-style-type: none"> Phone Number: 1-844-594-5070 Website: www.healthybluenc.com <p>AmeriHealth Caritas:</p> <ul style="list-style-type: none"> Phone Number: 1-855-375-8811 Website: www.amerihealthcaritasnc.com <p>Carolina complete Health:</p> <ul style="list-style-type: none"> Phone Number: 1-833-552-3876 Website: www.carolinacompletehealth.com
<p>Prepaid Health Plan Behavioral Crisis Line Hours of Operation: 24/7</p>	<ul style="list-style-type: none"> Support for non-life-threatening behavioral health issues 	<p>Phone Numbers: WellCare: 1-833-207-4240 UnitedHealthcare: 1-877-334-1141 HealthyBlue: 1-844-594-5076 AmeriHealth Caritas: 1-833-712-2262 Carolina Complete Health: 1-855-798-7093</p>
<p>Prepaid Health Plan Nurse Line Hours of Operation: 24/7</p>	<ul style="list-style-type: none"> Medical advice/support for non-emergency medical issues 	<p>Phone Numbers: WellCare: 1-877-907-7939 UnitedHealthcare: 1-855-202-0992 HealthyBlue: 1-844-545-1427 AmeriHealth Caritas: 1-888-674-8710 Carolina Complete Health: 1-833-552-3876</p>

For EBCI Tribal Option (NC Medicaid Managed Care) Members ONLY:

Point of Contact	Key Responsibilities	Contact Information
<p>Enrollment Broker Hours of Operation: Monday - Saturday, 7 a.m. - 5 p.m.</p> <ul style="list-style-type: none"> Extended hours during open enrollment: Monday - Sunday, 7 a.m. - 8 p.m. 	<ul style="list-style-type: none"> Health plan changes (if beneficiary wants to switch plans) 	<p>Phone Number: 1-833-870-5500 TTY: 1-833-870-5588 Website: www.ncmedicaidplans.gov/ Mobile App: NC Medicaid Managed Care Mobile App</p>
<p>NC Medicaid Contact Center Hours of Operation: Monday - Friday, 8 a.m. - 5 p.m.</p>	<ul style="list-style-type: none"> Updating a primary care provider (PCP) Claims/billing Prior authorizations 	<p>Phone Number: 1-888-245-0179</p>
<p>Local County DSS Hours of Operation: vary by county</p>	<ul style="list-style-type: none"> Non-Emergency Medical Transportation (NEMT) Updating a primary care provider (PCP) Replacement Medicaid ID card 	<p>Directory: https://www.ncdhhs.gov/divisions/social-services/local-dss-directory</p>
<p>EBCI Tribal Option Member Services Monday - Friday, 8 a.m. - 4:30 p.m.</p>	<ul style="list-style-type: none"> General coverage Medical advice/support for non-emergency medical issues 	<p>Phone Number: 1-800-260-9992 Website: www.ebcitribaloption.com</p>
<p>EBCI Tribal Option Behavioral Crisis Line Hours of Operation: 24/7</p>	<ul style="list-style-type: none"> Support for non-life-threatening behavioral health issues 	<p>Phone Number: 1-800-258-7538</p>