

# Community Volunteers Can Help You With the NC Medicaid Application



A Medicaid Ambassador is a volunteer who **assists North Carolinians in understanding how to apply for NC Medicaid** using the State's online application system, [ePASS.nc.gov](https://ePASS.nc.gov), or [HealthCare.gov](https://HealthCare.gov).

Ambassadors also assist NC Medicaid by sharing key Medicaid updates with their communities and organizations.

Volunteers are individuals working in public settings such as hospitals, health systems and libraries.

## Ambassadors can:



**Provide technology resources** (e.g., a computer) for people to access the NC Medicaid application



Walk people through the online Medicaid application (ePASS) process and **answer application-related questions**.



**Help people understand what information they may need** to complete an application.



**Refer someone to an NC Navigator or their local Department of Social Services** for eligibility, application status/updates, and other questions

## Ambassadors cannot:



Complete an application on someone else's behalf



Not collect or ask for Personally Identifiable Information (PII) or Protected Health Information (PHI)



Determine an applicant's eligibility



# Sign Up Today to Help North Carolinians Apply for Medicaid



A Medicaid Ambassador is a volunteer who **assists North Carolinians in understanding how to apply for NC Medicaid** using the State's online application system, [ePASS.nc.gov](https://ePASS.nc.gov), or [HealthCare.gov](https://HealthCare.gov).

Ambassadors also assist NC Medicaid by sharing key Medicaid updates with their communities and organizations.

Typically, the volunteers are individuals working in public settings such as hospitals, health systems and libraries.

## Ambassadors must:



Be part of a **community-based organization**



Be bound by **state/federally regulated confidentiality laws**, or have **signed a confidentiality agreement** with your organization



Not collect or ask for **Personally Identifiable Information (PII)** or **Protected Health Information (PHI)**



**Review the ePASS demo and sign the NC Medicaid Ambassador Attestation form**

## Ambassadors cannot:



Complete an application on someone else's behalf



Not collect or ask for **Personally Identifiable Information (PII)** or **Protected Health Information (PHI)**



Determine an applicant's eligibility

