

MEDICAID ESSENTIALS PUBLIC OUTREACH PRESENTATION

Audience: Public The NCDHHS Medicaid Essentials Public Outreach Presentation communicates key information, steps to determine and confirm eligibility, answers to FAQs and resources to help North Carolinians navigate the expansion process.

- Straightforward and easy to understand for representatives who help guide individuals interested in learning more
- Styled similarly to the highly successful COVID 101 and COVID Essentials presentations in incorporating detailed notes and explanations for presenters to reference
- Shared with audiences with varying levels of knowledge to use and customize as needed
- A living document to be updated and refined as the campaign evolves and feedback is gathered
- Available in both English and Spanish as part of the state's ongoing efforts to increase accessibility to health information
- Interested speakers will be trained on the deck

NCMEDICAID
FOR MORE **PEOPLE**

More North Carolinians Can Get Covered Through Medicaid



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

Last Updated 12/2023



More North Carolinians can get health care coverage through Medicaid.

- North Carolina is providing health care coverage to more people through Medicaid.
- Medicaid now covers people ages 19 through 64 years with higher incomes.
- You may be able to get Medicaid even if you didn't qualify before.
- Medicaid pays for doctor visits, yearly check-ups, emergency care, mental health and more – at little or no cost to you.



Coverage through Medicaid lets you get the health care you need.

Medicaid covers most health services, including, but not limited to:

- **primary care** so you can go to a doctor for a check-up or when you are not feeling well
- **hospital services** when you need to stay overnight (inpatient) or when you can go home the same day (outpatient)
- **maternity and postpartum care** if you are pregnant and after giving birth
- **prescription drug benefits** to pay for your medicines
- **behavioral health**
- **preventive** and wellness services
- **dental** and oral health services
- **medical-related devices** and other therapies

More on Medicaid-covered services can be found at [Medicaid.nc.gov](https://www.Medicaid.nc.gov)

More North Carolinians are now eligible.

People **19 through 64 years old** with income up to **138% of the Federal Poverty Level**.

Household Size	Annual Income
Single Adults	\$20,120 or less
Family of 2	\$27,214 or less
Family of 3	\$34,307 or less
Family of 4	\$41,400 or less
Family of 5	\$48,493 or less
Family of 6	\$55,586 or less

Children, pregnant women, older adults, people with blindness and people with disabilities who meet the criteria below.

Group	Annual Income in 2023 (rounded)
Children	211% of Federal Poverty Level 1 - \$30,800 2 - \$41,600 3 - \$52,500
Pregnant Women	196% of Federal Poverty Level 1 - \$28,700 2 - \$38,700 3 - \$48,700
<ul style="list-style-type: none"> • Older Adults over 65 • People with blindness • People with disabilities * Asset limits also apply 	100% of Federal Poverty Level 1 - \$14,600 2 - \$19,700

Are immigrants eligible for Medicaid?

Some non-U.S. citizens can get health coverage through Medicaid.

To be eligible you must be:

- A person living in North Carolina
- A non-citizen with qualified immigration status. Most people must wait five years. Qualified immigration status includes:
 - Lawful Permanent Residents (LPR/Green Card Holder)
 - Asylees
 - Refugees
 - Cuban/Haitian entrants
 - Paroled into the U.S. for at least one year
 - Conditional entrant granted before 1980
 - Battered non-citizens, spouses, children or parents
 - Victims of trafficking and his or her spouse, child, sibling or parent or individuals with a pending application for a victim of trafficking visa
 - Granted withholding of deportation
 - Member of a federally recognized Indian tribe or American Indian born in Canada
 - Citizens of the Marshall Islands, Micronesia and Palau who are living in one of the U.S. states or territories (referred to as Compact of Free Association or COFA migrants)

Non-citizens without documents who do not qualify for full health coverage under Medicaid may be able to get temporary coverage for emergency conditions that need to be treated in an emergency room.



How much does Medicaid cost me?

- You do not have to pay any monthly premiums.
- Medicaid pays the cost for most health care services.
- The highest copay is \$4 and that is only required on some services.



What information do I need to apply?

It takes time to complete the application. Here is some of the information you will be asked to provide for each person applying:

- Full legal name
- Date of birth
- Social Security number (or immigration documents)
- North Carolina residency
- Income information (from paystubs, W-2 forms, tax returns or business records)

North Carolina uses external resources to verify the information you provide. If more information is needed, you will receive a letter in the mail from your local Department of Social Services (DSS).

Learn more at [Medicaid.nc.gov](https://www.Medicaid.nc.gov)

What documents can be used if DSS asks for more information?

North Carolina Residency	<ul style="list-style-type: none"> • A photo ID with your NC address listed, or • A utility bill, or • A lease or mortgage agreement, or • Vehicle registration, or • Documentation of employment, or <p>If you do not have any documentation, you can check a box in ePASS labeled “NC Residency Declaration.”</p>
Income	<ul style="list-style-type: none"> • If you’re Employed - pay stubs, employer verification or your most recent tax return to show proof of your income. • If you’re Self-Employed - your most recent tax return or copies of your business records. If you don’t have that, you can fill out a Verification Form for Self-Employment Income and Expenses form.
Date of Birth	<ul style="list-style-type: none"> • A photo ID with your date of birth listed, or • Birth certificate.
Social Security Number	<ul style="list-style-type: none"> • A copy of your Social Security card, or • Another official document containing your name and SSN, or • A military ID card.
Citizenship	<ul style="list-style-type: none"> • Birth Certificate, or • Passport.
Immigration Status	<ul style="list-style-type: none"> • A copy of your VISA/immigration card.

What if I previously had limited benefits through Family Planning Medicaid?

If you had Family Planning Medicaid before December 1, 2023 and met the new eligibility rules, you automatically receive full Medicaid coverage as of December 1, 2023. If you were automatically enrolled, you:

- Got a letter from your local Department of Social Services letting you know that you will start getting full Medicaid coverage.
- Were assigned a health plan. If you want to change it, you will have 90 days to pick a new one.
- Got a packet from your health plan with a new Medicaid ID card. Your ID card also has the name of your primary care doctor. You can change the doctor that was assigned by contacting your health plan.
- If you have health coverage through HealthCare.gov, you will need to cancel that plan. **Do not cancel your plan until you receive information from your new health plan through Medicaid.**

Visit [Medicaid.nc.gov](https://www.Medicaid.nc.gov) to learn more

How to apply for Medicaid

People can enroll four ways



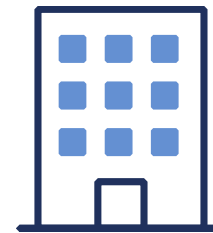
ePASS

epass.nc.gov



Paper application

medicaid.nc.gov/print-application



**In person at your
local DSS office**

ncdhhs.gov/localDSS



Call DSS office

ncdhhs.gov/localDSS

After I apply, how long does it take to find out if I can be covered through Medicaid?

It may take up to 45 days after you apply. Incomplete applications may take longer.

You can help the process go faster by:

- **Applying online at ePASS and providing all information requested.** If the application is incomplete, it may take longer to process. DSS will reach out to you if they do not have what is needed to complete your application, so be sure to respond to mail or phone calls.
- **Keeping your contact information up-to-date in ePASS, so you don't miss important information about your Medicaid benefits.**
 - **Sign up for an enhanced ePASS account.** An enhanced ePASS account allows you to keep your information updated without having to contact the local Department of Social Services (DSS) office

What happens once I'm approved?

- Most people who get health coverage through Medicaid are part of NC Medicaid Managed Care. This means you can choose the health plan that is best for you.
- All health plans offer the same base services. Some have extra services. Each has its own network of doctors and professionals.
- You can choose your health plan and your primary care doctor - your family doctor, clinic or health care provider - when you apply.
- You will receive a health care plan ID card in the mail. It will come from the health plan that you selected during the application process. If you did not select a health plan, one will be assigned to you. You have 90 days to pick a new one. You will receive a packet from the NC Medicaid Enrollment Broker that tells you how to change plans.
- Your ID card also has the name of your primary care doctor. If you did not choose one when you applied, one will be assigned to you.

Visit [Medicaid.nc.gov](https://www.Medicaid.nc.gov) to learn more

What if I'm still not eligible?

- If you still are not eligible for health coverage through Medicaid, you may still be able to get health coverage through the Affordable Care Act Marketplace at HealthCare.gov.
- Open enrollment for 2024 began November 1, 2023, and ends January 16, 2024. You can apply at other times of the year if you qualify for special enrollment such as loss of a job, change in family circumstance or loss of Medicaid coverage.
- Households with incomes up to 400% of the federal poverty level may be eligible for help to pay for your health coverage.
- If you don't have health insurance, you can also get basic health care services at federally qualified health centers, rural health clinics and free and charitable clinics. Costs vary based on income. Learn more at <https://www.ncdhhs.gov/divisions/office-rural-health/safety-net-resources>

Learn more at [HealthCare.gov](https://www.healthcare.gov)

NCMEDICAID FOR MORE PEOPLE

Health care is now within your reach.
Enroll at [Medicaid.nc.gov](https://www.Medicaid.nc.gov)



Please fill out this survey to provide feedback on today's presentation:

<https://survey.hsforms.com/1xOIKivKHQbelfJ8vdwZfpA5bzii>

