THERE IS A NEW WAY TO GET MEDICAID HEALTH CARE

NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES
Division of Health Benefits

Most people will get the same Medicaid services in a new way – through health plans. You will be able to choose the health plan that is best for you. A health plan is a group of doctors, hospitals and other providers. They work together to give you the health care you need. Everything – physical health, mental health and medicine – will come from the same health plan.

You will also choose a primary care provider (PCP). A PCP could be your family doctor, clinic or other health care provider. They will help you with your health care needs.

Most people receiving Medicaid must choose a health plan. A small number of people will not need to choose a health plan because of the type of health services they need. They will stay enrolled in NC Medicaid Direct.

WHAT YOU NEED TO DO

1 Choose a primary care provider (PCP)

Health plans work with different PCPs. To keep your doctor, clinic or other health care provider as your PCP, find out which health plan they work with. You can also choose a new PCP. For a list of doctors for each health plan, go to **ncmedicaidplans.gov**, use the NC Medicaid Managed Care mobile app or call us toll free at **1-833-870-5500** (TTY: 1-833-870-5588). If you do not choose a PCP, your health plan will choose one for you.

2 Choose a health plan in NC Medicaid Managed Care

Compare the health plans and choose the best one for you. These are the health plans available in NC Medicaid Managed Care:

- WellCare
- UnitedHealthcare Community Plan
- HealthyBlue
- AmeriHealth Caritas
- Carolina Complete Health*

*Only offered to people who live in these counties: Alexander, Anson, Bladen, Brunswick, Cabarrus, Catawba, Cleveland, Columbus, Cumberland, Gaston, Harnett, Hoke, Iredell, Lee, Lincoln, Mecklenburg, Montgomery, Moore, New Hanover, Pender, Richmond, Robeson, Rowan, Sampson, Scotland, Stanly, Union

To learn more about the health plans, visit **ncmedicaidplans.gov**. If you do not choose a health plan, one will be chosen for you.

3 Enroll in one of these ways:

- Go to **ncmedicaidplans.gov**
- Use the NC Medicaid Managed Care mobile app
- Call us toll free at **1-833-870-5500** (TTY: 1-833-870-5588)
- When you receive an enrollment form, fill it out and mail or fax it back

After you enroll, your health plan will mail you a welcome packet and Medicaid card. You will use your Medicaid card to get health services.

IMPORTANT DATES

If you live in one of these counties:
Enroll by September 13, 2019. Your health plan coverage will start November 1, 2019.

Alamance	Chatham	Forsyth	Johnston	Randolph	Vance	Wilkes
Alleghany	Davidson	Franklin	Nash	Rockingham	Wake	Wilson
Ashe	Davie	Granville	Orange	Stokes	Warren	Yadkin
Caswell	Durham	Guilford	Person	Surry	Watauga	

If you live in one of these counties:
Enroll by December 13, 2019. Your health plan coverage will start February 1, 2020.

Alexander	Camden	Dare	Hertford	Madison	Pender	Swain
Anson	Carteret	Duplin	Hoke	Martin	Perquimans	Transylvania
Avery	Catawba	Edgecombe	Hyde	Mecklenburg	Pitt	Tyrrell
Beaufort	Cherokee	Gaston	Iredell	Mitchell	Polk	Union
Bertie	Chowan	Gates	Jackson	Montgomery	Richmond	Washington
Bladen	Clay	Graham	Jones	Moore	Robeson	Wayne
Brunswick	Cleveland	Greene	Lee	New Hanover	Rowan	Yancey
Buncombe	Columbus	Halifax	Lenoir	Northampton	Rutherford	
Burke	Craven	Harnett	Lincoln	Onslow	Sampson	
Cabarrus	Cumberland	Haywood	McDowell	Pamlico	Scotland	
Caldwell	Currituck	Henderson	Macon	Pasquotank	Stanly	

IF YOU HAVE MORE QUESTIONS

- **About your eligibility:** Contact your local Department of Social Services (DSS) office. Find contact information here: **ncdhhs.gov/localdss**.

- **About choosing or enrolling in a health plan:** Go to **ncmedicaidplans.gov** or call us at **1-833-870-5500** (TTY: 1-833-870-5588). The call is free. The website also has a chat feature where you can get answers to your questions.

- **About your health plan or benefits:** Call your health plan.

WellCare	1-866-799-5318	(TTY: 711)
UnitedHealthcare Community Plan	1-800-349-1855	(TTY: 711)
HealthyBlue	1-844-594-5070	(TTY: 711)
AmeriHealth Caritas	1-855-375-8811	(TTY: 1-866-209-6421)
Carolina Complete Health	1-833-552-3876	(TTY: 711 or 1-800-735-2962)

You can view more information for the health plans at
ncmedicaidplans.gov/choose/compareplans.