

Relevant Links

The links below can help ambassadors assist people using North Carolina's online Medicaid application, ePASS. Use these materials as a reference.

REMEMBER: Ambassadors may provide navigational/over-the-shoulder support for someone completing a Medicaid application in ePASS but cannot complete the application on their behalf. Ambassadors do not collect or ask for Personally Identifiable Information (PII) or Protected Health Information (PHI).

I am ready to start the application process.

What it is	What it's for	Where to find it
NCID New User Registration	Create an NCID so you can apply using ePASS.	https://accessproxy.myncid.nc.gov/NewUserRegistration.html
NCID Account Recovery	Forgot my NCID username or password or my account is locked	https://accessproxy.myncid.nc.gov/AccountRecoveryOptions.html
Webinar: Navigating ePASS	Demonstration on how to complete an ePASS application	English version Spanish version
ePASS Reference Guide	Helpful tips when completing an application in ePASS	English Version Spanish Version
How to sign up for an Enhanced ePASS account Fact Sheet	Steps on how to create an enhanced ePASS account to update your contact information online	English version Spanish version
Enhanced ePASS Account FAQs	Frequently Asked Questions about enhanced ePASS accounts	https://epass.nc.gov/nfridp/qa
ePASS Portal	North Carolina's secure self-service website where you can apply for various benefits and maintain your case information online	https://epass.nc.gov

I am looking for the latest information on Medicaid expansion.

Medicaid expansion website: <https://medicaid.ncdhhs.gov/north-carolina-expands-medicaid>

Medicaid expansion toolkit materials to share: <https://medicaid.ncdhhs.gov/north-carolina-expands-medicaid#ToolkitFreematerialsfortalkingaboutNCMedicaidexpansion-2329>

Medicaid expansion FAQs: <https://medicaid.ncdhhs.gov/questions-and-answers-about-medicaid-expansion>