

# Fact Sheet

NC Medicaid

## NC Medicaid Managed Care

### What Medicaid beneficiaries need to know if enrolled in a NC Medicaid Managed Care health plan

Most NC Medicaid beneficiaries get their Medicaid services through NC Medicaid Managed Care. With NC Medicaid Managed Care, beneficiaries are enrolled in a health plan that provides their health care services.

Some beneficiaries will not enroll with a health plan and will stay in NC Medicaid Direct. You can find more information about the health plans and get answers to questions about NC Medicaid Managed Care in the [NC Medicaid Beneficiary Help Center](#) or at [ncmedicaidplans.gov/learn](https://ncmedicaidplans.gov/learn).

Beneficiaries enrolled with a health plan will get care through the health plan's network (group) of doctors. When you enroll in NC Medicaid Managed Care your health plan will mail you a welcome packet with a health plan ID card and Member Handbook.

#### WHAT IF I HAVE QUESTIONS ABOUT MY PRIMARY CARE PROVIDER (PCP)?

If you have questions about your PCP or want to change your PCP, contact your health plan at the number on your health plan ID card.

#### HOW DO I UPDATE MY ADDRESS AND OTHER INFORMATION?

If you signed up for an Enhanced ePASS account, you can update your information online at [epass.nc.gov](https://epass.nc.gov).

If you do not have an ePASS account, you can sign-up at any time. ePASS is North Carolina's secure self-service website where you can apply for benefits, view your case details, renew your Medicaid and update your information online without having to call or visit your local DSS.

For more information on ePASS, including step-by-step instructions on creating an account, view the [What is ePASS](#) fact sheet.

You can also visit or call your local DSS to check your information or report changes. To find your local DSS office, go to [ncdhhs.gov/localdss](https://ncdhhs.gov/localdss).

#### DOES MY HEALTH PLAN COVER MY MEDICINE?

Your medications are covered in NC Medicaid Managed Care. Prescription copays for all health plans are the same as they are in NC Medicaid Direct. If you have questions, call your health plan.

## WHAT IF I DID NOT GET MY HEALTH PLAN ID CARD?

Your Health Plan ID will be mailed to your address. If you do not get a Health Plan ID card from your health plan, call your health plan's Member Services Line. Your health plan will mail your ID card and other information to you. For a list of contact numbers for the health plans, visit [ncmedicaidplans.gov/find/viewhealthplans](https://ncmedicaidplans.gov/find/viewhealthplans).

## HOW DO I CHANGE MY HEALTH PLAN?

If you want to change your health plan, contact the NC Medicaid Enrollment Broker at 1-833-870-5500 (TTY: 833- 870-5588) or go to [ncmedicaidplans.gov](https://ncmedicaidplans.gov).

## WHAT IF I HAVE MORE QUESTIONS?

- **Check to see what health plan you are enrolled in.** You can find this in the Enrollment Packet you got in the mail or on your new Health Plan ID card. If you have questions or did not get an Enrollment Packet, call the NC Medicaid Enrollment Broker at 1-833-870-5500 (TTY: 711 or [RelayNC.com](https://RelayNC.com)).
- **What if my provider is not in network (group) with my plan?** Your health plan can tell you which providers are in their provider group. You can also search for a PCP on the "Find" page at [ncmedicaidplans.gov](https://ncmedicaidplans.gov). Primary care providers (PCPs) join health plans every day, if you do not see your PCP, keep checking.
- **Call your health plan with questions about benefits and coverage.** Use the Member Services number that is on your new Health Plan ID card. For a full list of health plan contact information, visit [Reference Guide: Medicaid Contacts for Beneficiaries](#).

## NC Medicaid Managed Care Health Plans

### Standard Plans

AmeriHealth Caritas 1-855-375-8811  
Carolina Complete Health 1-833-552 3876  
Healthy Blue 1-844-594-5070  
UnitedHealthcare Community Plan 1-800-349-1855  
WellCare 1-866-799-5318

### Tailored Plans (LME/MCOs)

Alliance Health 1-800-510-9132  
Partners Health Management 1-888-235-4673  
Trillium Health Resources 1-877-685-2415  
Vaya Total Care 1-800-962-9003

**EBCI Tribal Option** 1-800-260-9922

