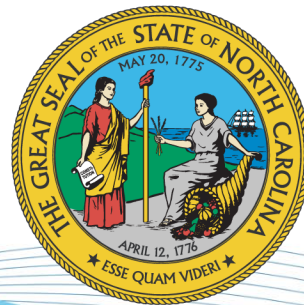


NC Medicaid Enrollment Broker



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Health Benefits

January 4, 2024

About the Enrollment Broker

The Enrollment Broker is responsible for choice counseling for health plan and primary care provider (PCP) selection; as part of this, the Enrollment Broker is also responsible for mailing all notices and handling enrollment.

“ An Enrollment Broker is an entity that performs choice counseling or enrollment activities, or both. Eligibility services are completed by NC Medicaid, not by the Enrollment Broker. Enrollment Brokers and subcontractors must not have direct or indirect financial ties to any Health Plan or healthcare provider that furnishes services in the same state where the Enrollment Broker work is performed. ”

Source: The Centers for Medicare & Medicaid Services (CMS) Code of Federal Regulations 42 CFR § 438.810 - Expenditures for enrollment broker services

Medicaid Expansion

North Carolina has expanded health care coverage to more people.

- Beginning December 1, 2023, NC Medicaid began covering people ages 19 through 64 years with higher incomes. You may be able to get health care coverage through 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.
- Learn more at [medicaid.ncdhhs.gov](https://www.medicaid.ncdhhs.gov) or by scanning the QR code below.



What does Medicaid cover?

Medicaid in North Carolina 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
- Vision and hearing services
- Prescription drug benefits to pay for your medicines
- Behavioral health, mental health, and intellectual/developmental disabilities (I/DD)
- Preventive and wellness services
- Medical devices and other therapies
- Long Term Care Services
- Non-Emergency Medical Transportation (NEMT)
- Dental Services

How do I qualify?

Most people can get health care coverage through Medicaid if they meet the criteria below.

- You live in North Carolina.
- Age 19-64
- You are a citizen. Non-US citizens with a valid immigration status may be eligible.
- And if your household income before taxes fits within the chart below:

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

Are immigrants now eligible for Medicaid?

Some non-US 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 do I apply for Medicaid?



ePASS

epass.nc.gov



**In person at your
local DSS office**

ncdhhs.gov/localDSS



Paper application

ncgov.servicenowservices.com



Call DSS office

ncdhhs.gov/localDSS

Learn more at medicaid.ncdhhs.gov/beneficiaries/how-apply-nc-Medicaid

What is NC Medicaid Managed Care?

NC Medicaid Managed Care has changed the way most people receive Medicaid services.

- Standard Plans and the EBCI Tribal Option launched on **July 1, 2021**.
- Behavioral Health and Intellectual/Developmental Disabilities (I/DD) Tailored Plans implementation has been delayed.
- Some beneficiaries will stay in NC Medicaid Direct. They may transition to NC Medicaid Managed Care at a future date.



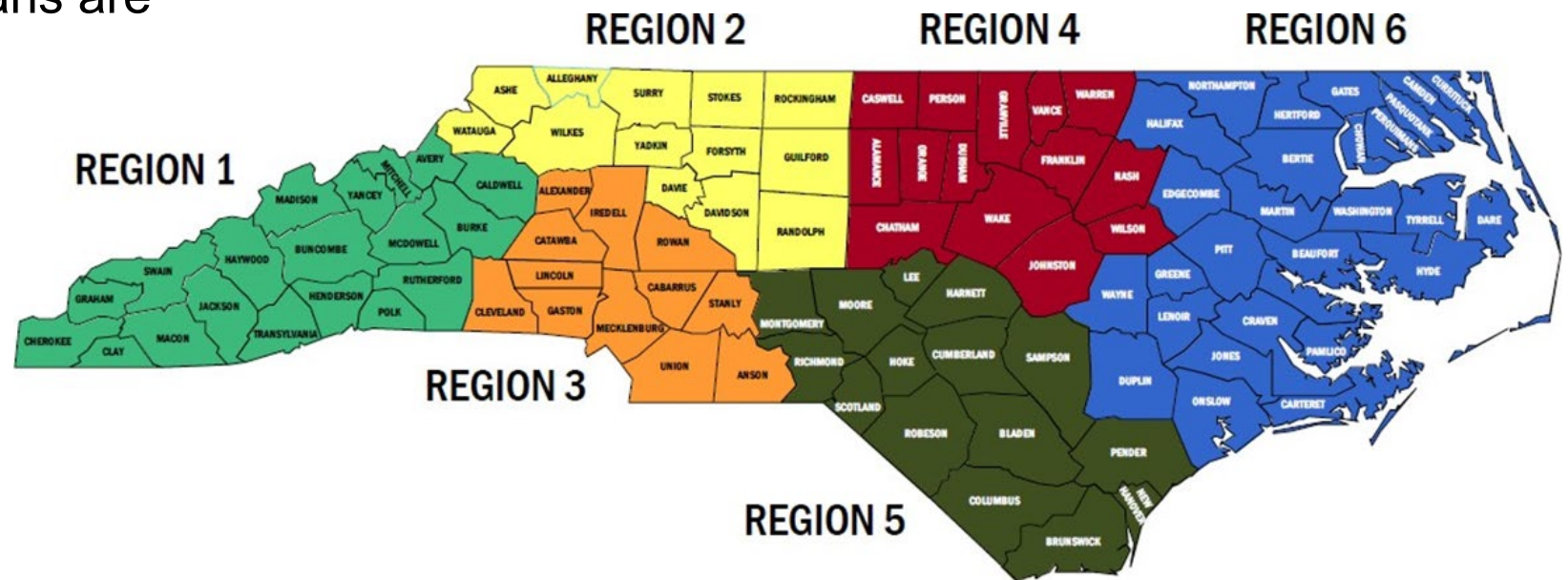
Standard Plans

Standard Plans provide integrated physical health, basic behavioral health, care management, pharmacy and long-term services and supports to most Medicaid beneficiaries, as well as other programs and services that address other unmet health-related resource needs.

- Added services are available and different for each Standard Plan.
- If you do not know which Standard Plan you are enrolled in or want to change your Standard Plan, contact the NC Medicaid Enrollment Broker.

The following Standard Plans are available statewide.

- AmeriHealth Caritas
- Healthy Blue
- UnitedHealthcare Community Plan
- WellCare
- Carolina Complete Health is only available in regions 3, 4, and 5



EBCI Tribal Option

EBCI Tribal Option is the primary care case management entity (PCCMe) created by Cherokee Indian Hospital Authority (CIHA).

- Manages the primary care needs of federally recognized tribal members and others who qualify for services through Indian Health Service (IHS).
- Includes care coordination by Vaya Health (LME/MCO) for a mental health disorder, substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI).
- Available in these counties: Buncombe, Clay, Cherokee, Graham, Haywood, Henderson, Jackson, Macon, Madison, Swain, Transylvania

NC Medicaid Direct

NC Medicaid Direct is North Carolina's health care program for NC Medicaid beneficiaries who are not enrolled in Standard Plans, Tailored Plans or EBCI Tribal Option.

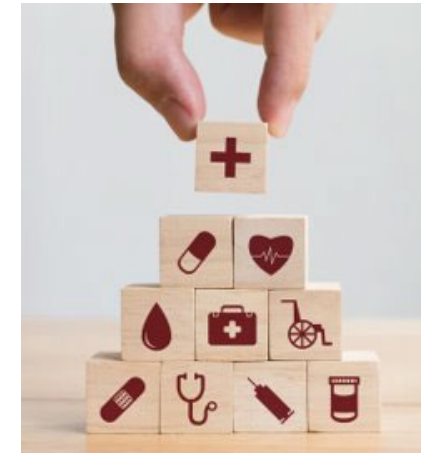
- NC Medicaid Direct includes:

- **Community Care of North Carolina (CCNC)** provides care management for physical health services.



- **Four Local Management Entity/Managed Care Organizations (LME/MCOs)** coordinate services for a mental health disorder, substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI).

- Alliance Health
- Partners Health Management
- Trillium Health Resources
- Vaya Health



Tailored Plan



Tailored Plans

Tailored Plans are integrated health plans that will provide:

- Physical health, pharmacy and **enhanced** behavioral health services for beneficiaries who have:
 - Mental health needs
 - Severe substance use disorders
 - Intellectual/developmental disabilities (I/DDs)
 - Traumatic brain injury (TBI)
- Services for Innovations and TBI Waiver beneficiaries and Waiver waitlist beneficiaries
- Added services, such as wellness programs
- Non-Emergency Medical Transportation (NEMT) for Medicaid-covered services (including carved out services)
- Tailored Care Management
 - Physical health, behavioral health, LTSS, pharmacy and social (food, housing, transportation) supports

Note: Alliance Health is the only Tailored Plan that currently offers TBI Waiver services.

Tailored Care Management (TCM)

Tailored Plans will provide TCM to members. Tailored Care Management includes:

- Coordination for physical health, behavioral health, pharmacy, long term services and supports (LTSS), I/DDs, TBI needs and services.
- Addressing unmet health-related needs such as housing, food, transportation, personal safety, and employment by connecting members to local programs and services.
- Services for Innovations and TBI Waiver beneficiaries.

Beneficiaries should contact their Tailored Plan for questions about Tailored Care Management.

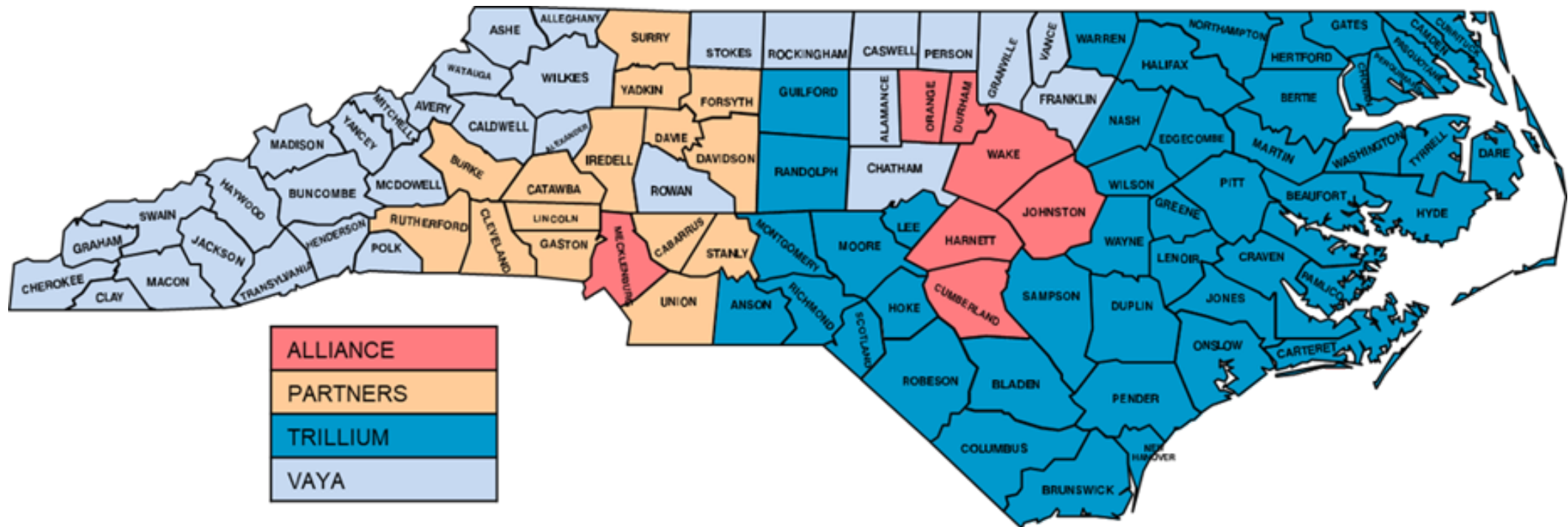
Tailored Plan Provider Networks

A provider network is a group of doctors, hospitals and other health care providers who contract with a health care option to provide physical and behavioral health care.

- Tailored Plans will have a network of providers for regular visits and specialists when you need certain services, like physical therapy.
- The **Medicaid Provider and Health Plan Lookup Tool** is an online resource for beneficiaries to search for providers.
 - Link to access: ncmedicaidplans.gov/enroll/online/find/find-provider

Tailored Plan Service Areas

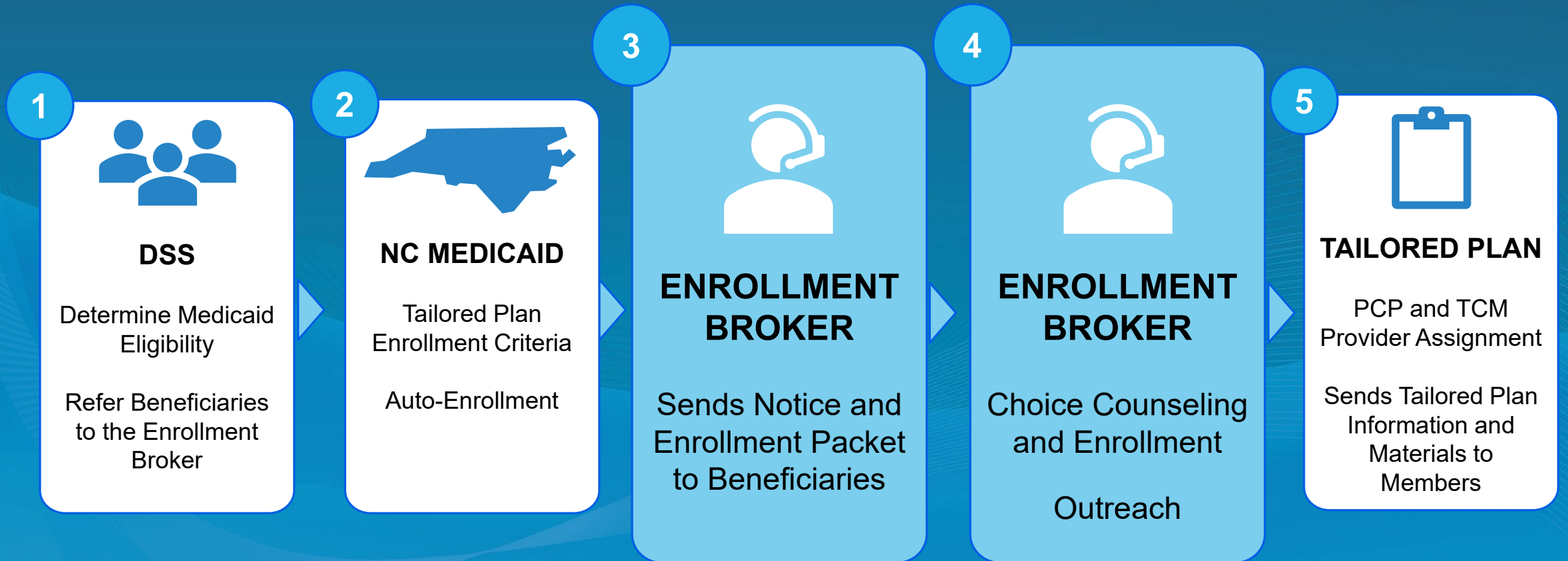
- There are four Tailored Plans. Only **one** Tailored Plan serves each county.
- Tailored Plan service areas are based on the **county that manages the beneficiary's Medicaid case** (administrative county).



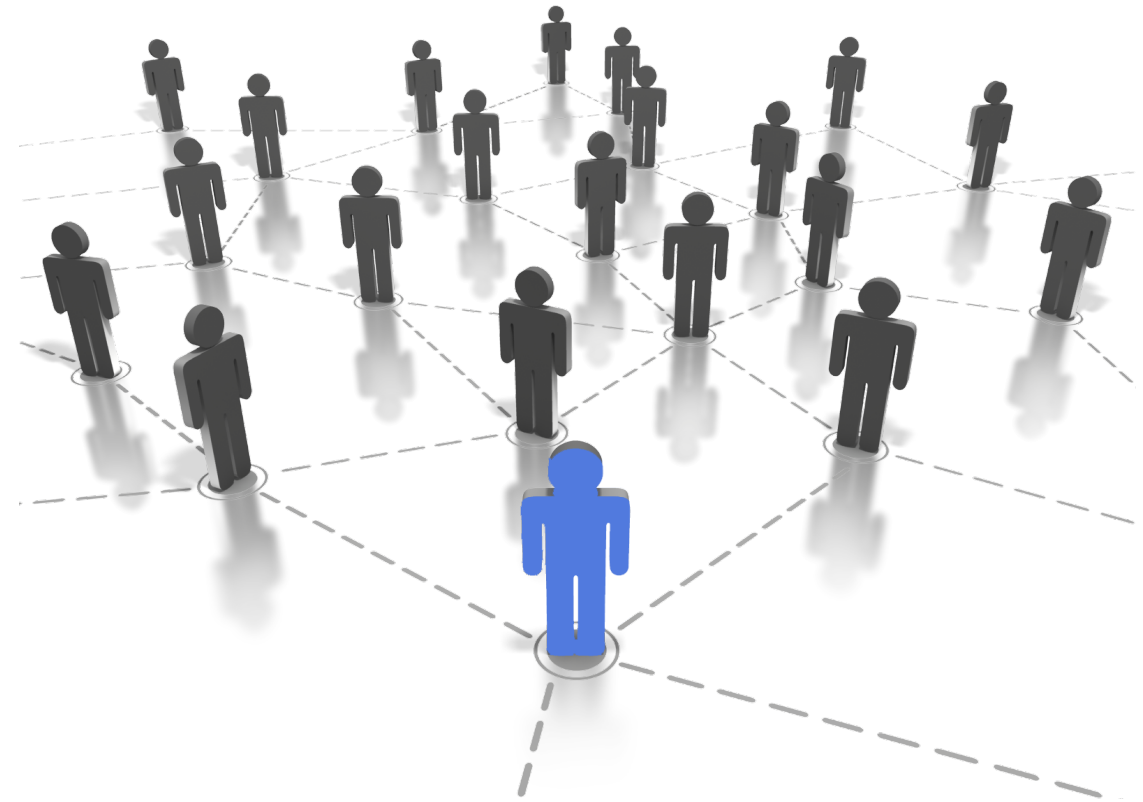
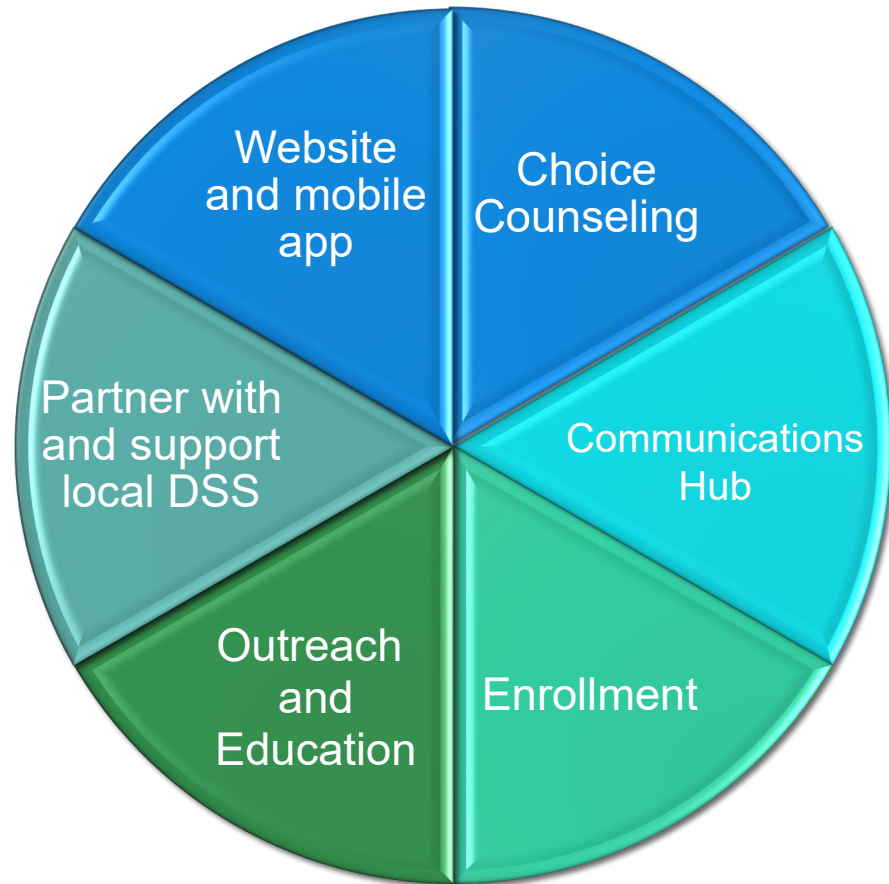
NC Medicaid Enrollment Broker Role



Roles and Process



North Carolina Medicaid Enrollment Broker Services



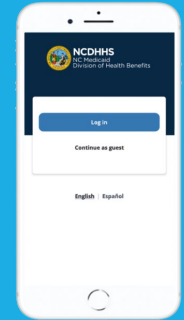
Member Support

1. Go to ncmedicaidplans.gov to learn more.
2. Go to ncmedicaidplans.gov to chat with an Enrollment Specialist.
3. Download and use the NC Medicaid Managed Care mobile app.
4. Call **1-833-870-5500** (TTY: 711 or RelayNC.com) to speak with an Enrollment Specialist. The call is toll free.

SUPPORT TOOLS



Website



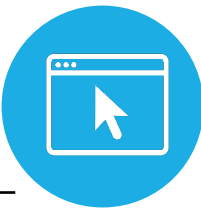
Mobile App



Call Center



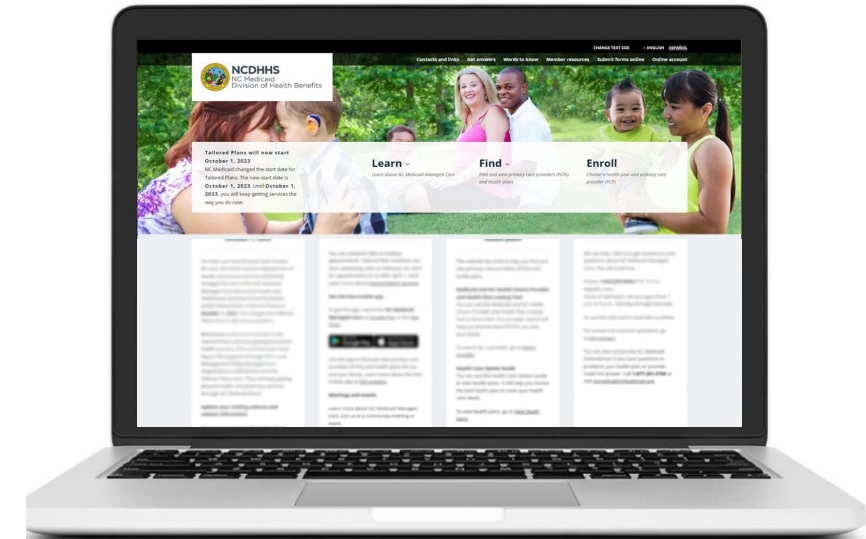
Web Chat



Website: ncmedicaidplans.gov

The NC Medicaid Managed Care website provides an integrated experience for beneficiaries to manage their enrollment needs. This is a great resource to direct beneficiaries for questions about NC Medicaid Managed Care. The website includes the following tools and information:


- Questions and answers
- Health Care Option Guide
- Medicaid Provider and Health Plan Lookup Tool
- Forms and resources
- Outreach events
- Chat feature



Available in English and Spanish

Medicaid Provider and Health Plan Lookup Tool

A comprehensive search capability supports members who wish to maintain their existing provider relationships by streamlining health plan selection.



 You can now search for other health care options in this directory. For questions or to learn more, go to [Get Answers](#).

Search by Health Plan for a Provider
Enter your search below. You must select a Health Plan, location and one more search field.

Health Plan*
(Choose one) ▼

Benefit Program
(Choose one or more) ▼

Specialty
(Choose one) ▼

PCP Only  IHCP Only 

Search by Location*

City

ZIP Code

County


Provider Gender
 Male Female

Gender of Patients Accepted
 Male Female


Age of Patients Accepted
 0-20 21 and Over Both

Accepting New Patients



Accepting Siblings

Accessibility 
(Choose one or more) ▼

NPI/Atypical #

Language 
(Choose one) ▼

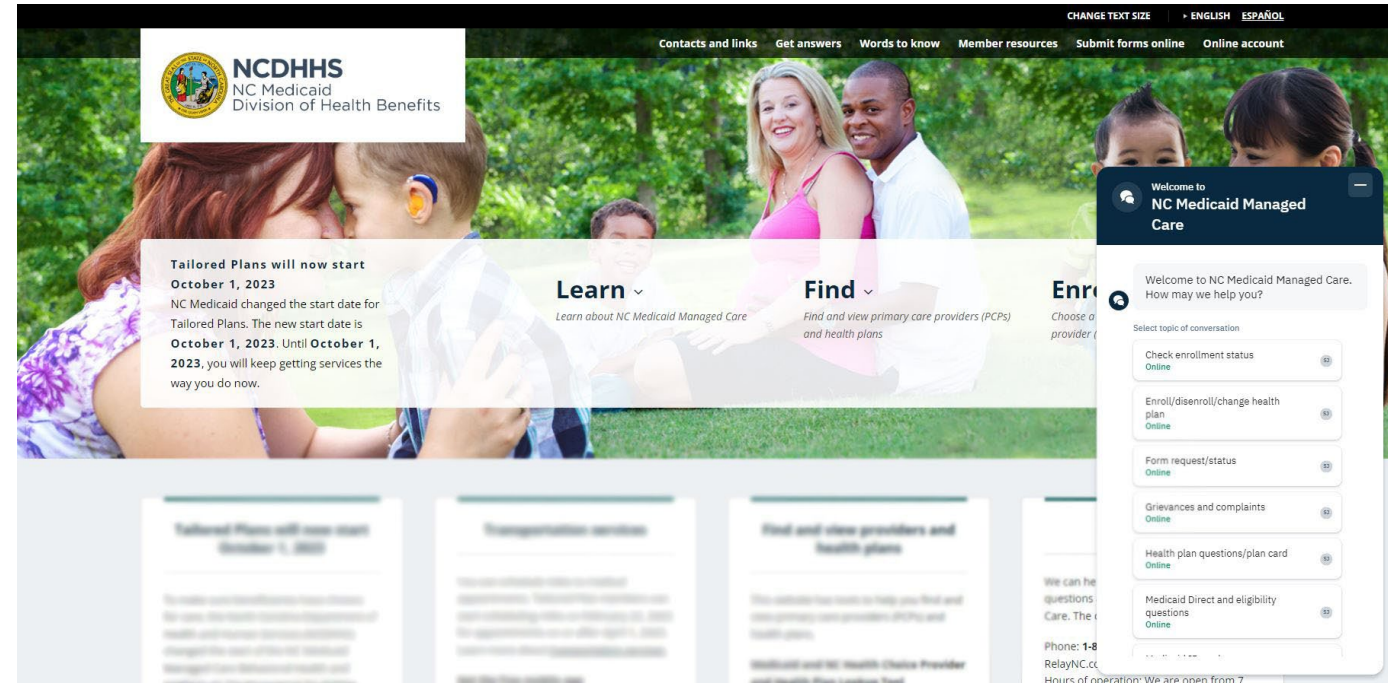
Search Enter your search above. You must select a Health Plan, a location, and one more search field.





Web Chat

- Web chat service is available via a secure web portal.
- Web chat adds an online alternative for real-time assistance for users.
- Beneficiaries can begin a web chat conversation from any page on the website via the “Chat with Us!” button.
- Web chat is also compatible with iOS and Android operating systems for mobile users.
- Enrollment Specialists will provide chat assistance, answer questions and direct beneficiaries to appropriate pages of the website to learn more.



NC Medicaid Managed Care Mobile App

Multilingual

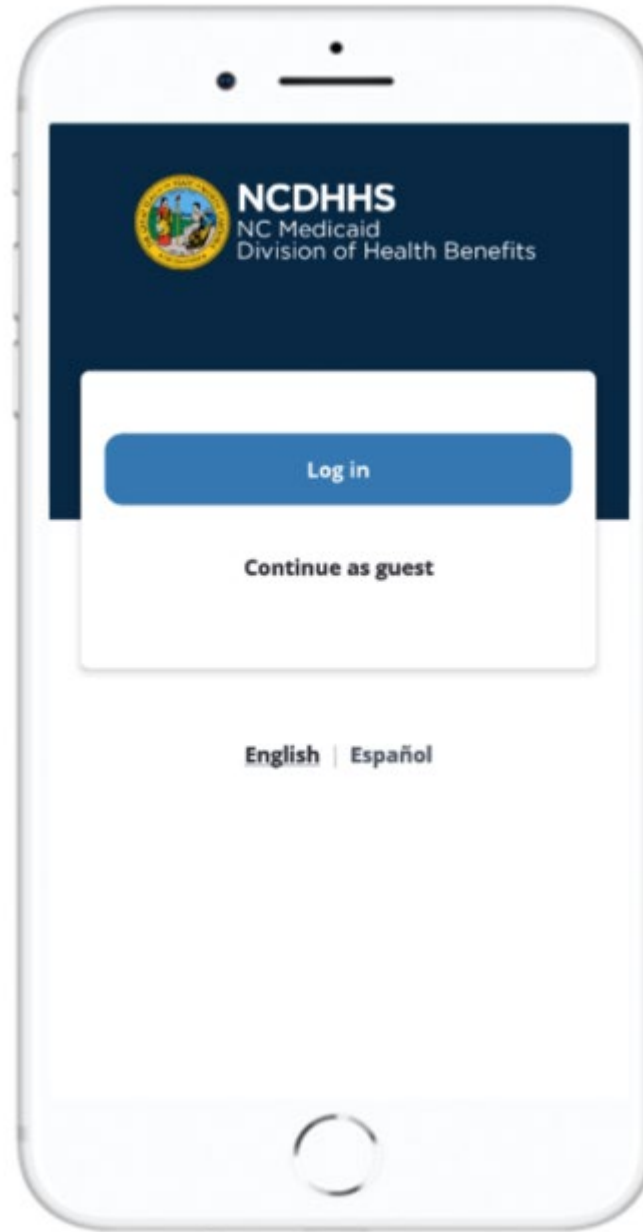
In English or Spanish, beneficiaries can authenticate, view their enrollment status, and choose a health care option and provider.

Real-time Data

The data-driven mobile app presents information and options specifically matched to each beneficiary. This allows beneficiaries to choose a health care option and provider that is right for them.

Health Care Option Guide

Beneficiaries can use the Health Care Option Guide to enable informed decisions. They can view health care option benefits and services in addition to contact information.



Public Access

Logged-in users can review and edit their profile information, helping to maintain accurate and up-to-date information.

FAQs/Help

Beneficiaries can access built-in help features, frequently asked questions, and tutorial screens for ease of use. For additional assistance, contact information is provided for the call center, including easy to tap buttons to call instantly.

Provider Search

Beneficiaries can easily search providers by name, city, county, zip code, provider languages, provider gender, clinic name, specialty, or affiliate hospitals. Provider listings also include the health care options they are contracted with.





Call Center



Enrollment Specialists are available at the Call Center for support.

Beneficiaries can call toll free: **1-833-870-5500** (TTY: 711 or RelayNC.com).

Available to:

- Provide choice counseling
- Support provider search
- Discuss the services offered
- Enroll beneficiaries in a health care option
- Assist with some demographic changes
- Disenroll members as needed
- Process Enrollment Broker complaints and grievances
- Facilitate appeals process
- Provide support for the website and mobile app
- Aid with deaf and non-English speaking beneficiaries



Community Outreach

- Conduct outreach and education across the state of North Carolina to beneficiaries and community-based organizations.
- Provide materials that are understandable and accessible.



Outreach Materials

FACT SHEET – STANDARD PLAN AND TAILORED PLAN

MOST PEOPLE GET MEDICAID SERVICES THROUGH A HEALTH PLAN

You have access to a network of providers, 24-hour Nurse Line and can see your doctor as needed. NC Medicaid Managed Care offers different health plan choices, including Standard Plans and Tailored Plans.

STANDARD PLANS

- Standard Plans offer physical health, pharmacy, care management and basic behavioral health services for beneficiaries. Added services are available and different for each Standard Plan.
- Depending on where you live, you may have four or five Standard Plans to choose from.
- If you do not know which Standard Plan you are enrolled in or want to change your Standard Plan, contact us in one of these ways:
 - Go to ncmedicaidplans.gov to login through the secure portal
 - Use the NC Medicaid Managed Care mobile app
 - Call toll free at 1-833-870-5500 (TTY: 711 or RelayNC.com)

TAILORED PLAN

- Tailored Plans offer physical health, pharmacy, care management and basic behavioral health services for beneficiaries who may have a mental health or substance use disorder, intellectual/developmental disability (I/DD), or traumatic brain injury (TBI). Enhanced behavioral health services are available and different for each Tailored Plan.
- There are four Tailored Plans, and only one Tailored Plan is based on the county that you live in.
- If you qualify for a Tailored Plan, you may be able to choose a primary care provider (PCP) and T. Do not choose a PCP or Tailored Care Manager for you.

- Contact your Tailored Plan to choose a PCP
- For a list of providers that work with you, visit ncmedicaidplans.gov or call toll free at 1-833-870-5500 (TTY: 711 or RelayNC.com)

IF YOU HAVE QUESTIONS

About your Standard Plan benefits: Call your Standard Plan.	
WellCare	1-800-769-5318 (TTY: 711)
UnitedHealthcare Community Plan	1-800-345-1853 (TTY: 711)
HealthyBlue	1-844-594-5076 (TTY: 711)
AnerHealth Caritas	1-855-379-8811 (TTY: 1-866-209-6421)
Carolina Complete Health**	1-833-552-3876 (TTY: 711 or 1-800-735-2962)
About your Tailored Plan benefits: Call your Tailored Plan.	
Alliance Health	1-800-510-9133 (TTY: 711 or 1-800-735-2962)
Partners Health Management	1-888-235-4673 (TTY: 1-800-735-2962)
TriSum Health Resources	1-877-685-2415 (TTY: 711)
Vaya Health	1-800-962-9003 (TTY: 711)

- About your eligibility:** Contact your local Department of Social Services (DSS). A list of DSS locations can be found here: ncdhs.gov/localsds.
- About your health care choices or services provided by health plans:** Go to ncmedicaidplans.gov (chat feature available), use the NC Medicaid Managed Care mobile app or call toll free at 1-833-870-5500 (TTY: 711 or RelayNC.com) to learn more about your choices, including the EBCI Tribal Option or NC Medicaid Direct.
- About changing your PCP only:** Call your health plan at the number on your Medicaid ID card or in your Member Handbook.

**Carolina Complete Health is not a statewide health plan and limited to certain counties.



TRIBAL HANDOUT

MEDICAID HEALTH CARE FOR NATIVE AMERICANS AND ALASKAN NATIVES

If you are a federally recognized tribal member or individual who qualifies for services through Indian Health Service (IHS), you have choices for how you receive Medicaid services. Based on your specific situation, you may be able to choose one of the options below. You can change the way you receive health care services at any time.

YOUR CHOICES MAY INCLUDE

- The EBCI Tribal Option* is the primary care case management entity (PCCME) created by Cherokee Indian Hospital Authority (CIHA). It manages the primary care needs of American Indian/Alaskan Native Medicaid beneficiaries. The EBCI Tribal Option Health for a mental health disorder, developmental disability (I/DD) or traumatic brain injury (TBI) care coordination by Vaya Health.
- A Standard Plan is a health plan that manages and basic behavioral health services for beneficiaries. Depending on where you live, you may have four or five Standard Plans to choose from.
- A Tailored Plan is a health plan that manages and enhanced behavioral health services for beneficiaries who may have a mental health or intellectual/developmental disability (I/DD) or traumatic brain injury (TBI).
- NC Medicaid Direct is for beneficiaries who are not currently receiving services through physical health service Organizations (LME/HMO) or substance use disorder (SUD) or traumatic brain injury (TBI) services.

IF YOU HAVE QUESTIONS

About your Standard Plan benefits: Call your Standard Plan.	
WellCare	1-800-769-5318 (TTY: 711)
UnitedHealthcare Community Plan	1-800-345-1853 (TTY: 711)
HealthyBlue	1-844-594-5076 (TTY: 711)
AnerHealth Caritas	1-855-379-8811 (TTY: 1-866-209-6421)
Carolina Complete Health**	1-833-552-3876 (TTY: 711 or 1-800-735-2962)
About your Tailored Plan benefits: Call your Tailored Plan.	
Alliance Health	1-800-510-9133 (TTY: 711 or 1-800-735-2962)
Partners Health Management	1-888-235-4673 (TTY: 1-800-735-2962)
TriSum Health Resources	1-877-685-2415 (TTY: 711)
Vaya Health	1-800-962-9003 (TTY: 711)

- About your eligibility:** Contact your local Department of Social Services (DSS). A list of DSS locations can be found here: ncdhs.gov/localsds.
- About your health care choices or services provided by NC Medicaid Managed Care:** Go to ncmedicaidplans.gov (chat feature available), use the NC Medicaid Managed Care mobile app or call toll free at 1-833-870-5500 (TTY: 711 or RelayNC.com).
- About changing your PCP only:** Call your health plan at the number on your Medicaid ID card or in your Member Handbook.

*EBCI Tribal Option is only available in these counties: Buncombe, Clay, Cherokee, Graham, Haywood, Henderson, Jackson, Macon, Madison, Swain and Transylvania counties.

**Carolina Complete Health is not a statewide health plan and limited to certain counties.



PALM CARD

WELCOME TO NC MEDICAID MANAGED CARE

WHAT YOU NEED TO DO IF

- You do not know your health plan or want to change your health plan
 - Go to ncmedicaidplans.gov (chat feature available)
 - Use the NC Medicaid Managed Care mobile app
 - Call toll free at 1-833-870-5500 (TTY: 711 or RelayNC.com)
- You want to change your primary care provider (PCP) or care manager only
 - Call your health plan at the number on your Medicaid ID card or in your Member Handbook
- You have questions about your eligibility
 - Contact your local Department of Social Services (DSS) office: ncdhs.gov/localsds

¡BIENVENIDO A NC MEDICAID MANAGED CARE!

QUÉ NECESITA HACER SI

- No sabe cuál es su plan de salud o quiere cambiar de plan de salud
 - Vaya a ncmedicaidplans.gov/es (herramienta de chat disponible)
 - Use la aplicación móvil de NC Medicaid Managed Care
 - Llame gratis al 1-833-870-5500 (número de TTY: 711 o RelayNC.com)
- Solo quiere cambiar su proveedor personal (PCP) o administración de cuidados
 - Llame a su plan de salud al número de teléfono que aparece en su tarjeta de identificación de Medicaid o en el manual para miembros
- Tiene preguntas sobre su elegibilidad
 - Comuníquese con la oficina local del Departamento de Servicios Sociales (DSS) en ncdhs.gov/localsds

Outreach Events: Home Page

The screenshot shows a webpage layout with four columns of text. The first column is titled 'Follow these steps to get ready' and includes instructions for downloading the app and logging in. The second column is titled 'Transportation services' and describes the app's features for finding providers and health plans, including a red arrow pointing to the 'Find meetings and events near you >' link. The third column is titled 'Find and view providers and health plans' and provides information on how to use the app to find providers and health plans. The fourth column is titled 'Questions?' and offers contact information for assistance.

Outreach Events: Meetings – Select County

CHANGE TEXT SIZE

▶ ENGLISH ESPAÑOL



NCDHHS
NC Medicaid
Division of Health Benefits

Learn ▾

Learn about NC Medicaid Managed Care

Find ▾

Find and view primary care providers (PCPs) and health plans

Enroll

Choose a health plan and primary care provider (PCP)

Contacts and links

Get answers

Words to know

Member resources

Submit forms online

Online account

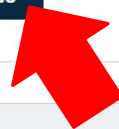
[Home](#)

Meetings and events

Join us at a community meeting. Find meetings and events near you.

Choose your county:

Go



Chat with us...



Outreach Events: Meetings – Results



NCDHHS
NC Medicaid
Division of Health Benefits

Learn ▾
Learn about NC Medicaid Managed Care

Find ▾
Find and view primary care providers (PCPs) and health plans

Enroll
Choose a health plan and primary care provider (PCP)

Contacts and links
Get answers
Words to know
Member resources
Submit forms online
Online account

[Home](#)

Meetings and events

Join us at a community meeting. Find meetings and events near you.

Choose your county:

Anson ▾ **Go**

There are no meetings or events for this county.



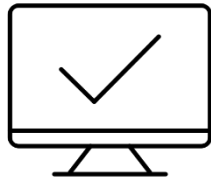
Chat with us...

Key Takeaways



Answering Member Questions...

Who To Contact



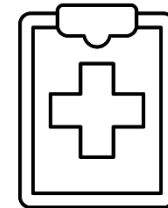
ABOUT MEDICAID ELIGIBILITY

Contact your local DSS
Find contact information
at ncdhhs.gov/localdss



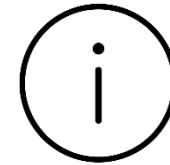
ABOUT NC MEDICAID DIRECT BENEFITS AND CLAIMS

Call the NC Medicaid
Contact Center:
1-888-245-0179



ABOUT CHOOSING OR CHANGING A HEALTH PLAN

Go to
ncmedicaidplans.gov
Use the NC Medicaid
Managed Care mobile app
Call 1-833-870-5500 (TTY:
711 or RelayNC.com)
The call is toll free.



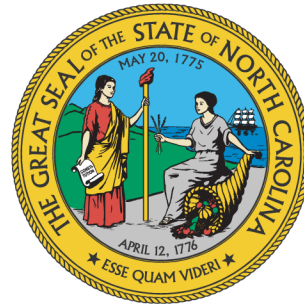
ABOUT HEALTH PLAN BENEFITS, REPLACEMENT CARDS, OR CHANGE IN PCP

Call your health plan
*EBCI Tribal Option
members will contact
DSS for replacement
cards and change in
PCP

Questions?



Thank you!



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Health Benefits