

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, behavioral 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 or they can choose the EBCI Tribal Option if they qualify.

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 providers for each health plan, go to [ncmedicaidplans.gov](https://www.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

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

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

*EBCI Tribal Option and Carolina Complete Health are not offered in all counties. Visit www.ncmedicaidplans.gov/find/viewhealthplans to see the plans available in your county.

To learn more about the health plans, visit [ncmedicaidplans.gov](https://www.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](https://www.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, you will receive information and an ID card. You will use your ID card to get health services.

IMPORTANT DATES

All members will need to enroll by May 14, 2021.
Health plan coverage will start July 1, 2021.

IF YOU HAVE MORE QUESTIONS

- **About your eligibility:** Contact your local Department of Social Services (DSS) ncdhhs.gov/localdss.
- **About choosing or enrolling in a health plan:** Go to ncmedicaidplans.gov (chat features available), use the NC Medicaid Managed Care mobile app or call us toll free at **1-833-870-5500** (TTY: 1-833-870-5588).
- **About your benefits:** Call your health plan.

EBCI Tribal Option*	1-800-260-9992	(TTY: 711)
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)

* EBCI Tribal Option is only available in Cherokee, Graham, Haywood, Jackson and Swain counties. Eligible members in the following counties may opt in: Buncombe, Clay, Henderson, Macon, Madison and Transylvania.

**Carolina Complete Health is only available in these counties: Alamance, Alexander, Anson, Bladen, Brunswick, Cabarrus, Caswell, Catawba, Chatham, Cleveland, Columbus, Cumberland, Durham, Franklin, Gaston, Granville, Harnett, Hoke, Iredell, Johnston, Lee, Lincoln, Mecklenburg, Montgomery, Moore, Nash, New Hanover, Orange, Pender, Person, Richmond, Robeson, Rowan, Sampson, Scotland, Stanly, Union, Vance, Wake, Warren, Wilson.

You can view more information for the health plans at
ncmedicaidplans.gov/find/viewhealthplans.

Download the NC Medicaid
Managed Care Mobile App



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