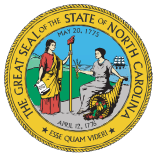


# WELCOME TO NC MEDICAID MANAGED CARE!

Most people are now getting the same Medicaid services in a new way - through health plans. This means that you will now get care through your health plan.



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

## WHAT YOU NEED TO DO IF

- 1 You do not know which health plan you are enrolled in:**  
Call us toll free at 1-833-870-5500 (TTY: 711 or RelayNC.com)
- 2 You have questions about benefits and coverage:**  
Call your health plan at the number on your new Medicaid ID card
- 3 You want to change your health plan:**  
Contact us in one of these ways:
  - Go to [ncmedicaidplans.gov](https://ncmedicaidplans.gov)
  - Use the NC Medicaid Managed Care mobile app
  - Call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com)
- 4 You want to change your primary care provider (PCP)**  
Call your health plan at the number on your new Medicaid ID card

## IF YOU HAVE MORE QUESTIONS

- **About your eligibility:** Contact your local Department of Social Services (DSS) office. Find contact information here: [ncdhhs.gov/localdss](https://ncdhhs.gov/localdss)
- **About a health plan:** Go to [ncmedicaidplans.gov](https://ncmedicaidplans.gov) (chat feature available), use the NC Medicaid Managed Care mobile app or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com)