

WELCOME TO NC MEDICAID MANAGED CARE



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

WHAT YOU NEED TO DO IF

- 1 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 us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com)
- 2 You want to change your primary care provider (PCP) only**

Call your health plan at the number on your new Medicaid ID card or in your Member Handbook

QUESTIONS?

THIS IS NOT YOUR MEDICAID CARD

- **About your eligibility:** Contact your local Department of Social Services (DSS) office: ncdhhs.gov/localdss
- **About a health plan:** Go to 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)
- **About your benefits:** Call your health plan
 - EBCI Tribal Option*1-800-260-9992
 - WellCare.....1-866-799-5318
 - UnitedHealthcare Community Plan.....1-800-349-1855
 - Healthy Blue.....1-844-594-5070
 - AmeriHealth Caritas.....1-855-375-8811
 - Carolina Complete Health*1-833-552-3876

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