



WELCOME TO NORTH CAROLINA MEDICAID MANAGED CARE

Most people are now getting the same Medicaid services in a new way – through health plans.

WHAT YOU NEED TO DO IF

- 1 You don't 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 or coverage:**
Call your health plan at the number on your new Medicaid ID Card or in your Member Handbook
- 3 You want to change your health plan:**
Contact us in one of these ways:
 - 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)
- 4 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

IF YOU HAVE MORE QUESTIONS

- **About your eligibility:** Contact your local Department of Social Services (DSS) office. Find contact information here: 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	(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 these counties: Cherokee, Graham, Haywood, Jackson, Swain.

**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.

Download the NC Medicaid Managed Care Mobile App



ANDROID



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