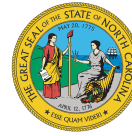


GET ANSWERS



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

We're here to help you understand your primary care provider (PCP) and health plan choices. Here are answers to questions you may have.

If you have other questions, call us at **1-833-870-5500** (TTY: 1-833-870-5588). The call is toll free. Or use the chat tool to chat with us online.

To learn more about what to do if you have questions, go to ncmedicaidplans.gov/learn/get-answers.

What is NC Medicaid Managed Care?

NC Medicaid Managed Care helps you get the most out of your Medicaid benefits. Instead of one Medicaid program, there are many health plans to choose from.

All health plans are required to have the same Medicaid services, such as office visits, blood tests and X-rays. Health plans may also offer added services such as programs to help you quit smoking, eat healthier and have a healthy pregnancy. Health plans work with different doctors and health care professionals. Each health plan has its own network of qualified doctors and health care professionals. To keep your doctor, clinic or other provider, find out which health plans they work with. Then choose one of those health plans.

To learn more about NC Medicaid Managed Care, visit ncmedicaidplans.gov.

What is NC Medicaid Direct?

Some people will be in NC Medicaid Direct because it provides services that meet specific needs. For example, it provides the same services currently covered for developmental disability, behavioral health, traumatic brain injury and substance use disorder. To learn more about NC Medicaid Direct, call **1-888-245-0179**. To ask to stay in NC Medicaid Direct, including your Local Management Entity-Managed Care Organization (LME-MCO, ncdhhs.gov/providers/LME-MCO-directory), use the Request to stay in NC Medicaid Direct and LME-MCO: Beneficiary form, which you can access under the "Member Resources" section of the website (ncmedicaidplans.gov/member-resources).

Is NC Medicaid eligibility changing?

No. NC Medicaid eligibility rules are not changing. If you have questions about your eligibility, contact your local Department of Social Services (DSS) office. Find contact information at ncdhhs.gov/localdss.

What is a primary care provider (PCP)?

Your PCP is your family doctor, clinic or health care provider. Your PCP will help you with your health care needs. They will also coordinate your care with other health providers.

What is a health plan?

A health plan is a group of doctors, hospitals and other health care professionals. They work together to give you the health care you need.

What is a provider-led entity?

A provider-led entity is a Medicaid health plan that is mainly led by doctors or other health care providers. They have experience serving Medicaid and NC Health Choice beneficiaries.

What is the Eastern Band of Cherokee Indians (EBCI) Tribal Option?

The EBCI Tribal Option is a health plan for people who are federally-recognized tribal members or qualify for Indian Health Services (IHS) and live in Cherokee, Haywood, Graham, Jackson or Swain County or in a neighboring county of the 5-county region. The EBCI Tribal Option offers all Medicaid medical, behavioral and pharmacy services. It addresses health issues common to Native Americans. As a member of the EBCI Tribal Option, you can still get services from any Medicaid or NC Health Choice provider.

Do I have to choose a health plan?

It depends. Most people in NC Medicaid must choose a health plan. Some people can choose to stay in NC Medicaid Direct. They will not need to choose a health plan.

To find out if you must enroll, go to ncmedicaidplans.gov/learn/who-must-choose-health-plan. If you still have questions, call us at **1-833-870-5500** (TTY: 1-833-870-5588). The call is toll free. Or use the chat tool to chat with us online at ncmedicaidplans.gov.

Will I lose any services when I enroll?

Most people will not lose any services. All health plans must offer the same basic behavioral health services. But, some services are only offered through NC Medicaid Direct and the Eastern Band of Cherokee Indians (EBCI) Tribal Option. As a member of the EBCI Tribal Option, you can still get services from any Medicaid or NC Health Choice provider.

What do I need to do when open enrollment starts on March 15, 2021?

When open enrollment starts, you will need to choose a primary care provider (PCP) and health plan.

- To find a PCP, go to ncmedicaidplans.gov/enroll/online/find/find-provider.
- To view health plans, go to ncmedicaidplans.gov/find/viewhealthplans.

Once you find a PCP and health plan, you must enroll. You can enroll online, use the NC Medicaid Managed Care mobile app, call us toll free at **1-833-870-5500** (TTY: 1-833-870-5588) or fill out and mail back the enrollment form sent to you.

To learn more about what you need to do, watch NC Medicaid Managed Care: What You Need to Do (youtu.be/ovEjaWj116U).

What is an NCID?

An NCID is a web-based application with a secure login. It gives you access to resources and your information. When you enroll in NC Medicaid Managed Care online, you will need to use your NCID sign-in. You can change your NCID username and password if you don't remember them. If you don't have an NCID account, you will need to create one to enroll in NC Medicaid Managed Care online.

How do I enroll online?

It is quick and easy to enroll online. You will need to have your NCID ready in order to log in and get started.

Online: Log in to your NC Medicaid Managed Care account at ncmedicaidplans.gov/enroll/online.

Once you log in, you can:

- Find a provider
- View health plans
- View and change your information

To learn more about how to enroll online, go to ncmedicaidplans.gov/enroll/online. If you still have questions, call us at **1-833-870-5500** (TTY: 1-833-870-5588). The call is toll free. Or use the chat tool to chat with us online at ncmedicaidplans.gov.

What is the deadline to enroll?

Beneficiaries should enroll by **May 14, 2021**.

What happens after I enroll?

After you enroll, you will receive information and a new ID card. You will use this ID card to get health care services.

Your new health plan will be available starting **July 1, 2021**. Until your start date, you can get care and services the way you do now.

Can I change my health plan after I enroll?

Yes. In the first 90 days, you can change your health plan for any reason. After that, unless you have a special reason, you cannot change your health plan until your Medicaid recertification date. Reasons for changes are listed on the Health Plan Change Request form, which you can access under the "Member Resources" section of the website (ncmedicaidplans.gov/member-resources).

We will send you a letter telling you when you can choose a new health plan without a special reason. To learn more, call us at **1-833-870-5500** (TTY: 1-833-870-5588). The call is toll free. Or use the chat tool to chat with us online.

When can I call to get help?

We are open from 7 a.m. to 5 p.m., Monday through Saturday. Call us at **1-833-870-5500** (TTY: 1-833-870-5588). During open enrollment, from **March 15, 2021** through **May 14, 2021**, we have extended hours from 7 a.m. to 8 p.m., 7 days a week. The call is toll free.

You may need your Medicaid ID number when you call. If you do not speak English, our call center is still available to help you with a language assistance service. You can also use the chat feature on this website to get answers to your questions.

Can I keep my current primary care provider (PCP)?

Yes, if your PCP is in the health plan you choose. Here are four ways to find out which health plans your PCP works with:

- Call us at **1-833-870-5500** (TTY: 1-833-870-5558). The call is toll free.
- Go to ncmedicaidplans.gov/enroll/online/find/find-provider.
- Find a list of doctors and other specialists for each health plan on the free mobile app.
- Ask your PCP.

You can choose your PCP when you enroll in a health plan. To choose the PCP you want after enrolling, call your health plan. You can also view contact information for the health plans at ncmedicaidplans.gov/contacts-and-links.

Why can I only visit certain doctors?

Your health plan works with a provider network. A network is a group of doctors, hospitals and other health care providers who have an agreement with a health plan to give members medical care. Each health plan has a network of doctors for regular visits and specialists when you need certain services, like physical therapy.

What if I have a scheduled visit with a doctor who is not in my health plan's network?

Call your health plan. For contact information, go to ncmedicaidplans.gov/contacts-and-links. You can also ask the doctor to join your health plan's network.

What if I have a chronic health condition, standing appointments or an upcoming surgery or procedure?

If you have standing appointments, contact your chosen health plan to ask if they will still be covered. You can view contact information for the health plans at ncmedicaidplans.gov/contacts-and-links.

How do I choose a health plan?

Use these questions to help you choose the best health plan for you:

- Do you want to keep your current provider? Or do you want a new one?
- Does the health plan have the providers, hospitals and specialists you use?
To find out, use this website or the free NC Medicaid Managed Care mobile app.
- Does anyone in your family have special health needs?
- What added services does the health plan have?

To view your health plan choices, go to ncmedicaidplans.gov/find/viewhealthplans. You can also find tips for choosing a health plan at ncmedicaidplans.gov/find/tips-choosing-health-plan.

If you want to keep your primary care provider (PCP), choose a health plan your PCP works with. When you've chosen your PCP and health plan, you can enroll online, use the free NC Medicaid Managed Care mobile app or call **1-833-870-5500** (TTY: 1-833-870-5588) to make your selection. The call is toll free. Open enrollment starts **March 15, 2021**.

What are the differences between the health plans?

All health plans are required to have the same Medicaid services, such as office visits, blood tests and X-rays. Health plans may also offer added services such as programs to help you quit smoking, eat healthier and have a healthy pregnancy.

There are 6 health plans available. These include:

- 1 **WellCare** | www.wellcare.com/NC
This health plan is offered statewide.
- 2 **UnitedHealthcare Community Plan** | uhcommunityplan.com/nc
This health plan is offered statewide.
- 3 **HealthyBlue** | HealthyblueNC.com
This health plan is offered statewide.
- 4 **AmeriHealth Caritas** | amerihealthcaritasnc.com
This health plan is offered statewide.
- 5 **Carolina Complete Health*** | carolinacompletehealth.com
This health plan is offered statewide.

* Carolina Complete Health is a provider-led entity offered to people who live 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.

- 6 **The Eastern Band of Cherokee Indians (EBCI) Tribal Option** | EBCITribalOption.com
The EBCI Tribal Option is for people who are federally-recognized tribal members or qualify for Indian Health Services (IHS) and live in Cherokee, Haywood, Graham, Jackson or Swain County or in a neighboring county of the 5-county region. As a member of the EBCI Tribal Option, you can still get services from any Medicaid or NC Health Choice provider.

To learn more about your health plan choices and choose a plan:

- Visit ncmedicaidplans.gov/find/tips-choosing-health-plan.
- Use the chat feature on ncmedicaidplans.gov.
- Call us at **1-833-870-5500** (TTY: 1-833-870-5588). The call is toll free.

Who do I contact if I have specific questions about my health plan after I have enrolled?

For questions about your chosen health plan or services covered, contact your health plan. You can view contact information at ncmedicaidplans.gov/contacts-and-links.

What happens if I don't select a health plan or primary care provider (PCP)?

If you do not choose a health plan, we will choose one for you. If you do not choose a PCP, your health plan will choose one for you. It's better if you choose because you know your health care needs best.

What if I move or get a new job, or if my life changes in another way?

You may have to change your health plan when you have a life change. For example, you might have moved to a new home. Life changes can make a difference in your health plan choices. Call your local Department of Social Services (DSS) and explain your change. You can find your local office at ncdhhs.gov/localdss.

How do I get behavioral health, intellectual and developmental disability (I/DD) or traumatic brain injury (TBI) services?

If you are enrolled in NC Medicaid Direct, call **1-888-245-0179**. In NC Medicaid Direct, you may be able to get services from a Local Management Entity-Managed Care Organization (LME-MCO). For a list of NC Medicaid Direct behavioral health, I/DD and TBI services, go to ncmedicaidplans.gov/learn/get-answers/nc-medicaid-direct-services. To ask to stay in NC Medicaid Direct, including your LME-MCO, use the Request to stay in NC Medicaid Direct and LME-MCO: Beneficiary form, which you can access under the "Member Resources" section of the website (ncmedicaidplans.gov/member-resources).

If you enroll in a health plan through NC Medicaid Managed Care, you may not be able to get certain NC Medicaid Direct services.

If you joined a health plan through NC Medicaid Managed Care and need certain services for developmental disability, behavioral health, TBI or substance use disorder, you may have more choices.

To learn more about your choices, call us at **1-833-870-5500** (TTY: 1-833-870-5588). The call is toll free. Or use the chat tool to chat with us online.

Is there an NC Medicaid Managed Care mobile app?

Yes. You can use the app to:

- Find and view primary care providers (PCPs) and health plans
- Choose a PCP
- Enroll (join a health plan)

You **cannot** use the app to apply for NC Medicaid.

To get the app, search for **NC Medicaid Managed Care** on Google Play or the App Store. Download the app today.

Please have your NCID ready. You must sign in with your NCID to enroll using the app.



ANDROID



iOS

If you don't know your NCID username or password, go to the NCID sign-in page (ncmedicaidplans.gov/enroll/online). Select "Forgot Username" or "Forgot Password." To reset your password or unlock your account, you may have to answer questions or verify through your mobile device.

How do I go paperless?

Starting **March 15, 2021**, you can go paperless. Paperless means you stop getting paper letters by mail and get them online instead. You can get an email, text message or both when you have a letter to view online. All of your letters will be online in your NC Medicaid Managed Care account.

Once you enroll in a health plan, you may choose to go paperless. There are three ways to sign up:

- **Online:** Log in to your NC Medicaid Managed Care account at ncmedicaidplans.gov/enroll/online.
- **Mobile app:** To get the free mobile app, search for **NC Medicaid Managed Care** on Google Play or the App Store.
- **Phone:** Call us at **1-833-870-5500** (TTY: 1-833-870-5588).
The call is toll free.



ANDROID



iOS

You may sign up for emails, text messages or both.

Once you go paperless, you will not get any letters by mail about your health plan. All of your letters will be online in your NC Medicaid Managed Care account.

Going paperless is faster than getting letters by mail. You can view the letters in your NC Medicaid Managed Care account as soon as they are ready, so you do not have to wait for the mail.

Going paperless is also easier. The letters in your NC Medicaid Managed Care account will never be removed, so you do not have to keep copies of letters mailed to you. You can go back to read them in your NC Medicaid Managed Care account at any time.

You may stop going paperless at any time. If you do, you will get letters by mail again.

How do I apply for NC Medicaid?

There are 3 ways to apply:

- **Online:** Apply online at ePass.nc.gov.
- **Mail:** Mail a paper application or drop it off at your local Department of Social Services (DSS). To download a copy of the paper application, visit medicaid.ncdhhs.gov; select "Beneficiaries"; then click on "Apply."
- **In person:** Apply in person at your local DSS.

Call your local DSS if you cannot apply one of these ways. For a list of local DSS locations, go to ncdhhs.gov/localdss.

To learn more about how to apply for NC Medicaid, go to "Beneficiaries" on medicaid.ncdhhs.gov, then select "Apply."

ncmedicaidplans.gov/learn/get-answers

