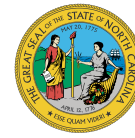


# NATIVE AMERICANS AND ALASKAN NATIVES HAVE A NEW WAY TO GET MEDICAID HEALTH CARE



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

If you are a federally-recognized tribal member or individual eligible for services through Indian Health Service (IHS), you have choices for how you receive Medicaid services. You may choose to enroll in a health plan, including the EBCI Tribal Option, or stay in NC Medicaid Direct. You will be able to make the best choice for you and your family. You can change your health plan at any time.

## YOUR CHOICES

- The EBCI Tribal Option is a health plan managed by the Cherokee Indian Hospital Authority (CIHA). The EBCI Tribal Option addresses the unique health and medical needs of American Indian/Alaskan Native Medicaid beneficiaries. All behavioral health services that are covered by NC Medicaid Direct are also covered by the EBCI Tribal Option.
- 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.
- NC Medicaid Direct is North Carolina's current health care program for Medicaid members. This is how you receive your Medicaid services now.

## 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://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. Please refer to the back of this handout for more information.

To learn more about the health plans, visit [ncmedicaidplans.gov](https://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](http://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.

### 4 Choose NC Medicaid Direct

- If you do not want to choose a health plan, you may choose NC Medicaid Direct.

## 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](http://ncdhhs.gov/localdss).
- **About choosing or enrolling in a health plan:** Go to [ncmedicaidplans.gov](http://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.

Download the NC Medicaid  
Managed Care Mobile App



ANDROID



iOS

You can view more information for the health plans  
at [ncmedicaidplans.gov/find/viewhealthplans](http://ncmedicaidplans.gov/find/viewhealthplans).