



# IF YOU HAVE QUESTIONS

- **About your EBCI Tribal Option\* benefits:** Call the EBCI Tribal Option.

EBCI Tribal Option .....1-800-260-9992 (TTY: 711)

- **About your Standard Plan benefits:** Call your Standard Plan.

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)

- **About your Tailored Plan benefits:** Call your Tailored Plan.

Alliance Health.....1-800-510-9132 (TTY: 711 or 1-800-735-2962)

Eastpointe.....1-800-913-6109 (TTY: 1-888-819-5112)

Partners Health Management.....1-800-235-4673 (TTY: 1-800-735-2962)

Sandhills Center.....1-800-256-2452 (TTY: 711 or 1-866-518-6778)

Trillium Health Resources.....1-877-685-2415 (TTY: 711)

Vaya Health.....1-800-962-9003 (TTY: 711)

- **About your eligibility:** Contact your local Department of Social Services (DSS) office. A list of DSS locations can be found here: [ncdhhs.gov/localdss](https://ncdhhs.gov/localdss).
- **About your health care choices or services provided by NC Medicaid Managed Care:** Go to [ncmedicaidplans.gov](https://ncmedicaidplans.gov) (chat feature available), use the NC Medicaid Managed Care mobile app or call toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com).
- **About changing your PCP only:** Call your health plan at the number on your Medicaid ID card or in your Member Handbook.

\*EBCI Tribal Option is only available in these counties: Buncombe, Clay, Cherokee, Graham, Haywood, Henderson, Jackson, Macon, Madison, Swain and Transylvania.

\*\*Carolina Complete Health is not a statewide health plan and limited to certain counties.

Visit [ncmedicaidplans.gov](https://ncmedicaidplans.gov)

