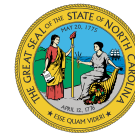


MEDICAID HEALTH CARE FOR NATIVE AMERICANS AND ALASKAN NATIVES



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 one of these options: EBCI Tribal Option, health plan or NC Medicaid Direct. You can change the way you receive health care services at any time.

YOUR CHOICES

- The EBCI Tribal Option is a health plan created by the Cherokee Indian Hospital Authority (CIHA). It manages the primary care needs of American Indian/Alaskan Native Medicaid beneficiaries. The EBCI Tribal Option includes care coordination by Vaya Health for a mental health disorder, substance use disorder, intellectual/developmental disability or traumatic brain injury.
- A health plan is a group of doctors, hospitals and other providers. They work together to give you the health care you need. This includes physical health, behavioral health and medicine.
- NC Medicaid Direct is North Carolina's current health care program for Medicaid beneficiaries who are not enrolled in NC Medicaid Managed Care. It includes care coordination from Community Care of North Carolina (CCNC) and six LME-MCOs that coordinate services for a mental health disorder, substance use disorder, intellectual/developmental disability or traumatic brain injury.

WHAT YOU NEED TO DO IF

1 You do not 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)

IF YOU HAVE MORE QUESTIONS

- **About your eligibility:** Contact your local Department of Social Services (DSS) office. Find contact information on 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) |

For NC Medicaid Direct questions, call the NC Medicaid Contact Center at
1-888-245-0179.

*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.

You can view more information for the health plans at ncmedicaidplans.gov/find/viewhealthplans.

Download the NC Medicaid Managed Care Mobile App



ANDROID



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